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 c	hange it s	imply clie	ck on yo	ur correct	selecti	ion.						
											TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	-	OOD		AIR		OOR	N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual
1. The assistance provided by Business Office staff concerning payment issues.	26%	54		66	32%	68	7%	14	4%	8	210	4(
The timeliness of the reimbursement process for travel expenses.	25%	52		67	27%	56	12%	26	4%	8	209	44
The assistance provided by the Business Office staff concerning receipting issues.	26%	49	26%	49	35%	67	12%	23	2%	4	192	6
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	4
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	6
7. The courtesy and professionalism of the Business Office staff.	30%	69	26%	58	30%	68	10%	22	4%	10	227	2
8. The overall customer service provided by the Business Office.	28%	64	27%	60		68	12%	27	3%	6	225	2:
Total Respondents including N/A's	253											
	255											
(skipped this question)	23											
HUMAN RESOURCES												
HUMAN REBUURCED			als on su		1							
Please rate the service. If you have not used the service mark "N/A" If you make a selection and then need to a	change it											
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 cli	ick on ye	our correc	t select	tion.					TOTAL	
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 cli	ick on ye	our correc	t select	tion.					TOTAL	
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to							F	AID	D	OOP	w/o	N/A
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to	EXCE	LLENT	VERY	GOOD	G	OOD		AIR		OOR Actual		N/A Actual
							F. %	AIR Actual	P(%	OOR Actual	w/o	N/A Actual
9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related	EXCEI	LLENT Actual	VERY %	GOOD Actual	G %	OOD Actual	%	Actual	%	Actual	w/o N/A's	
	EXCE	LLENT	VERY %	GOOD	G %	OOD					w/o	
9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.)	EXCEI % 33%	LLENT Actual 86	VERY % 35%	GOOD Actual	G % 18%	OOD Actual 48	% 9%	Actual 24	% 5%	Actual	w/o N/A's 264	Actual
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 	EXCEI	LLENT Actual	VERY %	GOOD Actual	G % 18%	OOD 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.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual 	EXCEI % 33% 26%	LLENT Actual 86 56	VERY % 35% 28%	GOOD Actual 93 60	G % 18% 28%	OOD Actual 48 60	% 9% 12%	Actual 24 26	% 5% 6%	Actual 13 13	w/o N/A's 264 215	Actual
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 	EXCEI % 33% 26% 28%	LLENT Actual 86 56 73	VERY % 35% 28% 35%	GOOD Actual 93 60 93	G % 18% 28% 25%	OOD Actual 48 60 66	% 9% 12% 8%	Actual 24 26 20	% 5% 6% 4%	Actual 13 13 10	w/o N/A's 264 215 262	Actual 5
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 	EXCEI % 33% 26%	LLENT Actual 86 56	VERY % 35% 28% 35%	GOOD Actual 93 60	G % 18% 28% 25%	OOD Actual 48 60	% 9% 12%	Actual 24 26	% 5% 6%	Actual 13 13	w/o N/A's 264 215	Actual
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, 	EXCEI % 33% 26% 28% 23%	LLENT Actual 86 56 73 56	VERY % 35% 28% 35% 30%	GOOD Actual 93 60 93 74	G % 18% 28% 25% 28%	OOD Actual 48 60 66 68	% 9% 12% 8% 13%	Actual 24 26 20 31	% 5% 6% 4% 6%	Actual 13 13 10	w/o N/A's 264 215 262 243	Actual
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 	EXCEI % 33% 26% 28% 23% 27%	LLENT Actual 86 56 73 56 71	VERY % 35% 28% 35% 30% 36%	GOOD Actual 93 60 93 74 95	G % 18% 28% 25% 25%	OOD Actual 48 60 66 68 66	% 9% 12% 8% 13% 10%	Actual 24 26 20 31 27	% 5% 6% 4% 6% 2%	Actual 13 13 10 14 5	w/o N/A's 264 215 262 243 264	Actual 5
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 	EXCEI % 33% 26% 28% 23% 27% 27%	Actual 86 56 73 56 73 56 71 72	VERY % 35% 28% 35% 30% 36% 35%	GOOD Actual 93 60 93 74 95 91	G % 18% 28% 25% 28% 25% 22%	OOD Actual 48 60 66 68 66 58	% 9% 12% 8% 13% 10% 12%	Actual 24 26 20 31 27 31	% 5% 6% 4% 6% 2% 4%	Actual 13 13 10 14 5 10	w/o N/A's 264 215 262 243 264 264	Actual 5
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 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 15. The effectiveness of the LeaveTraq system. 16. The effectiveness of the TimeTraq system. 	EXCEI % 33% 26% 28% 23% 27% 27%	Actual 86 56 73 56 73 56 71 72	VERY % 35% 28% 35% 30% 36% 35%	GOOD Actual 93 60 93 74 95 91	G % 18% 28% 25% 25% 22% 15%	OOD Actual 48 60 66 68 66 58	% 9% 12% 8% 13% 10% 12%	Actual 24 26 20 31 27 31	% 5% 6% 4% 6% 2% 4%	Actual 13 13 10 14 5 10	w/o N/A's 264 215 262 243 264 264	Actual 5
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 15. The effectiveness of the LeaveTraq system. 16. The effectiveness of the TimeTraq system. 17. The usefulness of the HRConnect system and the automated information it provides (online W-2, online 	EXCEI % 33% 26% 28% 23% 27% 27% 51% 50%	Actual 86 56 73 56 71 72 126 119	VERY % 35% 28% 35% 30% 36% 35% 29% 32%	GOOD Actual 93 60 93 74 95 91 72 77	G % 18% 28% 25% 22% 25% 22% 15% 12%	OOD Actual 48 60 66 66 68 66 58 37 28	% 9% 12% 8% 13% 10% 4%	Actual 24 26 20 31 27 31 9 10	% 5% 6% 4% 6% 2% 4% 2% 1%	Actual 13 13 13 10 14 5 10 4 3	w/o N/A's 264 215 262 243 264 264 264 262 248 237	Actual 5 2 1
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 15. The effectiveness of the LeaveTraq system. 16. The effectiveness of the TimeTraq system. 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.) 	EXCEI % 33% 26% 28% 23% 27% 27% 51% 50% 60%	Actual 86 56 73 56 71 72 126 119 158	VERY % 35% 28% 35% 30% 36% 35% 29% 32% 24%	GOOD Actual 93 60 93 74 95 91 72 77 63	G 18% 28% 25% 28% 22% 15% 12% 13%	OOD Actual 48 60 66 66 68 66 58 37 28 33	% 9% 12% 8% 13% 10% 4% 4% 7%	Actual 24 26 20 31 27 31 9 10 7	% 5% 6% 4% 6% 2% 4% 2% 1% 2%	Actual 13 13 10 10 14 5 10 4 3 2	w/o N/A's 264 215 262 243 264 264 264 262 248 237 263	Actual 5
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 15. The effectiveness of the LeaveTraq system. 16. The effectiveness of the TimeTraq system. 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.) 18. The communication by HR of policies/regulations and rules. 	EXCEI % 33% 26% 28% 23% 27% 27% 51% 50% 60% 30%	Actual 86 56 73 56 71 72 126 119 158 80	VERY % 35% 28% 35% 30% 36% 35% 29% 32% 24% 31%	GOOD Actual 93 60 93 74 95 91 72 77 63 82	G % 18% 28% 25% 28% 22% 15% 12% 13% 24%	OOD Actual 48 60 66 66 68 66 58 37 28 33 63	% 9% 12% 8% 13% 10% 4% 7% 10%	Actual 24 26 20 31 27 31 9 10 7 26	% 5% 6% 4% 6% 2% 4% 2% 1% 2% 5%	Actual 13 13 13 10 10 14 5 10 4 3 2 13 13 10 10 14 10 14 10 14 10 14 10 14 10 10 14 14 15 10 10 14 14 15 10 10 14 15 10 15 15 10 15 15 15 15 15 15 15 15 15 15 15 15 15	w/o N/A's 264 215 262 243 264 264 264 237 263 263 264	Actual
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 15. The effectiveness of the LeaveTraq system. 16. The effectiveness of the TimeTraq system. 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.) 18. The communication by HR of policies/regulations and rules. 19. The usefulness of the information contained on the HR website. 	EXCEI % 33% 26% 28% 23% 27% 51% 50% 60% 30% 32%	Actual 86 56 73 56 71 72 126 119 158 80 82	VERY % 35% 28% 35% 30% 36% 35% 29% 32% 24% 31% 33%	GOOD Actual 93 60 93 74 95 91 72 77 63 82 85	G % 18% 28% 28% 28% 22% 15% 12% 12% 13% 24% 25%	OOD Actual 48 60 66 68 66 58 37 28 33 63 63 66	% 9% 12% 8% 13% 10% 4% 7% 10% 8%	Actual 24 26 20 31 27 31 9 10 7 26 22	% 5% 6% 4% 6% 2% 1% 2% 5% 2% 5%	Actual 13 13 10 14 5 10 4 3 2 13 5 5 5 5 10 10 10 10 1	w/o N/A's 264 215 262 243 264 264 264 237 263 263 264 260	Actual
 9. The efficiency of the HR staff in responding to questions and providing assistance regarding HR-related issues (employment, benefits, training, leave, etc.) 10. The effectiveness of the recruitment and hiring process via the online employment system TAMIUWorks. 11. The clarity and comprehensibility of the benefits communicated throughout the year (newsletter, annual enrollment meetings etc.) 12. The usefulness of the staff development workshops offered to you by the University. 13. The effectiveness in communicating news and information about HR-related issues (newsletter, webpage, e-mail, etc.) 14. The timeliness of news and information you receive in the "HR News & Views" (newsletter). 15. The effectiveness of the LeaveTraq system. 16. The effectiveness of the TimeTraq system. 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.) 18. The communication by HR of policies/regulations and rules. 	EXCEI % 33% 26% 28% 23% 27% 27% 51% 50% 60% 30%	Actual 86 56 73 56 71 72 126 119 158 80	VERY % 35% 28% 35% 30% 36% 35% 29% 32% 24% 31% 33% 28%	GOOD Actual 93 60 93 74 95 91 72 77 63 82	G % 18% 28% 25% 28% 22% 15% 12% 13% 24% 25% 20%	OOD Actual 48 60 66 66 68 66 58 37 28 33 63	% 9% 12% 8% 13% 10% 4% 7% 10%	Actual 24 26 20 31 27 31 9 10 7 26	% 5% 6% 4% 6% 2% 4% 2% 1% 2% 5%	Actual 13 13 13 10 10 14 5 10 4 3 2 13 13 10 10 14 10 14 10 14 10 14 10 14 10 10 14 14 15 10 10 14 14 15 10 10 14 15 10 15 15 10 15 15 15 15 15 15 15 15 15 15 15 15 15	w/o N/A's 264 215 262 243 264 264 264 237 263 263 264	

266

(skipped this question) 12

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	o change it	simply cl	ick on y	our correc	t select	tion.						
											TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	G	OOD	F	AIR	Р	OOR	N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual
22. The communication by Purchasing regarding policies, procedures, and proper use of forms.	15%	-		46	=070	51	22%	39	9%	16		79
23. The training provided on the use of the purchasing module.	16%	25		29	26%	40	28%	43	10%	15		10
24. How efficiently your purchase orders are being processed.	19%			51		36	18%	29	10%	16		9:
25. The response time given to the processing of purchase orders.	18%	29		51		37	18%	30		17		9
26. The training provided on the use of HUB vendors.	16%	24	22%	34		38	22%	34	15%	23		10
27. The courtesy and professionalism of the staff (purchasing).	21%	39	26%	49	25%	47	18%	33		20	188	7
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	Ъ										
	238											
(skipped this question)	20	1										
Receiving & Property Inventory												
			1								TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	G	OOD	F	AIR	Р	OOR	N/A's	N/A
	%	Actual	%	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	4
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	4
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	5
32. The procedures for the issue/transfer of University property and reporting of stolen, damaged, or lost												
property.	26%				31%		12%	21	3%	6	179	7
33. The courtesy and professionalism of the staff (receiving, property inventory).	36%	76	36%	78		49	4%	9	1%	2	214	4
34. The overall services provided by the staff (receiving, property inventory).	29%	62	40%	85	25%	54	4%	9	1%	2	212	4
Total Respondents including N/A's	257	7										
(skipped this question)	237											
(skippea inis question)	21	J										
Support Services												
											TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	G	OOD	F	AIR	Р	OOR	N/A's	N/A
	%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual
	2004		100/							1		

Total Respondents including N/A's

(skipped this question)

35. The response time given to your request(s) (typing and photocopying).

39%

257

2

67 40%

69 21%

36

1%

1%

83

174

Print Shop												
											TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	G	OOD	F.	AIR	P	OOR	N/A's	N/A
	%	Actual	%	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
		_										
Total Respondents including N/A's	257											
(skipped this question)	21											

										TOTAL	
										w/o	
EXCEI	LENT	VERY	GOOD	G	OOD	F	AIR	P	OOR	N/A's	N/A
%	Actual	%	Actual	%	Actual	%	Actual	%	Actual		Actual
53%	91	36%	62	11%	19	1%	1	0%	0	173	83
47%	77	40%	65	13%	21	1%	1	0%	0	164	87
	% 53%	53% 91	% Actual % 53% 91 36%	% Actual % Actual 53% 91 36% 62	% Actual % Actual % 53% 91 36% 62 11%	% Actual % Actual % Actual 53% 91 36% 62 11% 19	% Actual % Actual % 53% 91 36% 62 11% 19 1%	% Actual % Actual % Actual 53% 91 36% 62 11% 19 1% 1	% Actual % Actual % Actual % 53% 91 36% 62 11% 19 1% 1 0%	EXCELLENT VERY GOOD GCOD F J II P % Actual % Matual % Actual % Actual % Matual % % Matual % <td>EXCELLENT VERFGOOD GOOD FAIR POOR N/A's % Actual % Actual % Actual % Actual % MA's 53% 91 36% 62 11% 19 1% 10% 00 173</td>	EXCELLENT VERFGOOD GOOD FAIR POOR N/A's % Actual % Actual % Actual % Actual % MA's 53% 91 36% 62 11% 19 1% 10% 00 173

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

Mail Room												
											TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	G	OOD	F	AIR	P	OOR	N/A's	N/A
	%	Actual	%	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
Total Respondents including N/A's	257	1										
(skipped this question)	21											I

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 cli	ck on y	our correc	t select	ion.						
											TOTAL	
											w/o	
	EXCE	LLENT	VERY	GOOD	G	OOD	F	AIR	P	OOR	N/A's	N/A
	%	Actual	%	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											

											TOTAL w/o	I
	EXCE	LLENT	VERY	GOOD	G	OOD	F	AIR	P	OOR	N/A's	N/A
	%	Actual	%	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	(
52. The attractiveness/maintenance of the campus landscaping.	39%	95	32%	79	22%	53	7%	17	1%	2	246	:
53. The cleanliness of the University restrooms facilities.	18%	45	27%	66	28%	69	16%	40	10%	25	245	4
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	1
58. The overall services provided by Physical Plant.	33%	81	33%	81	24%	58	8%	19	2%	5	244	1

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

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 s	simply cli	ck on y	our correc	t select	ion.						
											TOTAL	
											w/o	
	EXCEI	LENT	VERY	GOOD	G	OOD	F	AIR	PO	OOR	N/A's	N/A
	%	Actual	%	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												
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 s	simply cli	ck on ye	our correc	t select	ion.						
	change it s	simply cli	ck on ye	our correc	t select	ion.					TOTAL	
	change it s	simply cli	ck on ye	our correc	t select	ion.					TOTAL w/o	
	change it s EXCEI	1.2	5	our correc		ion. OOD		AIR	P	DOR	-	N/A
	0	1.2	5				F/ %	AIR Actual	P(OOR Actual	w/o	N/A Actual
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to 6 67. The cleanliness, organization, and stock level of the sales floor at the Bookstore.	EXCEI	LENT	VERY	GOOD	G %	OOD	% 3%				w/o N/A's 230	
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to	EXCEI %	LENT Actual	VERY %	GOOD Actual	G %	OOD Actual	%		%		w/o N/A's	Actual
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to 6 67. The cleanliness, organization, and stock level of the sales floor at the Bookstore.	EXCEI % 37%	LENT Actual 84	VERY % 35%	GOOD Actual	G % 24%	OOD Actual 56	% 3%		% 1%		w/o N/A's 230 209	Actual 20 41
Please rate the service. If you have not used the service mark "N/A." If you make a selection and then need to 67. The cleanliness, organization, and stock level of the sales floor at the Bookstore. 68. The assistance provided by the Bookstore when handling problems.	EXCEI % 37% 40%	LENT Actual 84 84	VERY % 35% 37%	7 GOOD Actual 80 78	G % 24% 20%	OOD Actual 56 41	% 3% 2%		% 1% 1%	Actual 2 2	w/o N/A's 230 209 210	Actual 20

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

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 cli	ck on yo	our correc	t select	ion.						
											TOTAL	
											w/o	
	EXCEI	LLENT	VERY	GOOD	G	OOD	F	AIR	P	OOR	N/A's	N/A
	%	Actual	%	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											
(skipped this question)	20											
(skipped this question)	20											
ARAMARK Food Services	20								_			
		mply clic	k on you	Ir correct :	selectio	on.						_
ARAMARK Food Services		mply clic	k on you	ir correct	selectio	on.		-			TOTAL	_
ARAMARK Food Services		mply clic	k on you	ir correct :	selectio	on.					TOTAL w/o	
ARAMARK Food Services	ange it, si	mply clic	5	Ir correct		on. OOD	F	AIR	P	DOR	-	N/A
ARAMARK Food Services	ange it, si	1.2	5				F2 %	AIR Actual	P(DOR Actual	w/o	N/A Actual
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 ch	ange it, si EXCEI	LLENT	VERY	GOOD	G %	OOD					w/o	Actual
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 ch 78. The campus catering services.	ange it, si EXCEI %	LLENT Actual	VERY %	GOOD Actual	G % 22%	OOD Actual	%	Actual	% 4%		w/o N/A's 224	Actual 26
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services.	ange it, si EXCEI % 25% 21%	LLENT Actual 56 50	VERY % 40% 34%	GOOD Actual 90	G % 22% 24%	OOD Actual 49	% 9%	Actual 21 35	% 4% 6%	Actual 8	w/o N/A's 224 234	Actual 26 16
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 ch 78. The campus catering services.	ange it, si EXCEI % 25%	LLENT Actual 56	VERY % 40%	GOOD Actual 90 79	G % 22% 24%	OOD Actual 49 56	% 9% 15%	Actual 21	% 4% 6%	Actual 8	w/o N/A's	Actual 26
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services. 80. Overall Customer Service provided by Food Services.	ange it, si EXCEI % 25% 21% 32%	LLENT Actual 56 50	VERY % 40% 34%	GOOD Actual 90 79	G % 22% 24%	OOD Actual 49 56	% 9% 15%	Actual 21 35	% 4% 6%	Actual 8	w/o N/A's 224 234	Actual 26 16
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services. 80. Overall Customer Service provided by Food Services. Total Respondents including N/A's	ange it, si EXCEI % 25% 21% 32% 250	LLENT Actual 56 50	VERY % 40% 34%	GOOD Actual 90 79	G % 22% 24%	OOD Actual 49 56	% 9% 15%	Actual 21 35	% 4% 6%	Actual 8	w/o N/A's 224 234	Actual 26 16
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services. 80. Overall Customer Service provided by Food Services.	ange it, si EXCEI % 25% 21% 32%	LLENT Actual 56 50	VERY % 40% 34%	GOOD Actual 90 79	G % 22% 24%	OOD Actual 49 56	% 9% 15%	Actual 21 35	% 4% 6%	Actual 8	w/o N/A's 224 234	Actual 26
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services. 80. Overall Customer Service provided by Food Services. Total Respondents including N/A's	ange it, si EXCEI % 25% 21% 32% 250 28	LLENT Actual 56 50 75	VERY % 40% 34% 38%	GOOD Actual 90 79 90	G 22% 24% 19%	OOD Actual 49 56 44	% 9% 15% 9%	Actual 21 35 21	% 4% 6% 2%	Actual 8 14 4	w/o N/A's 224 234	Actual 26 16
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services. 80. Overall Customer Service provided by Food Services. Total Respondents including N/A's	ange it, si EXCEI % 25% 21% 32% 250 28 Y	LLENT Actual 56 50 75 es	VERY % 40% 34% 38%	GOOD Actual 90 79 90 90	G 22% 24% 19%	OOD Actual 49 56 44	% 9% 15% 9%	Actual 21 35 21	9% 4% 6% 2%	Actual 8 14 4	w/o N/A's 224 234	Actual 26 16
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 ch 78. The campus catering services. 79. The overall menu selection/food variety provided by Food Services. 80. Overall Customer Service provided by Food Services. Total Respondents including N/A's	ange it, si EXCEI % 25% 21% 32% 250 28	LLENT Actual 56 50 75	VERY % 40% 34% 38%	GOOD Actual 90 79 90	G 22% 24% 19%	OOD Actual 49 56 44	% 9% 15% 9%	Actual 21 35 21	9% 4% 6% 2% Avera	Actual 8 14 4	w/o N/A's 224 234	

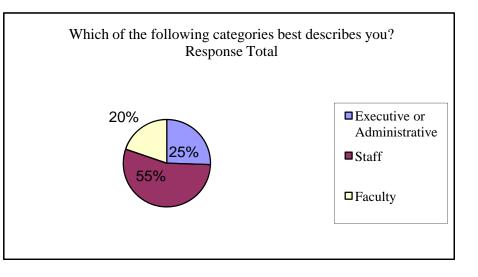
Total Respondents including N/A's	248
(skipped this question)	30

	Γ	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

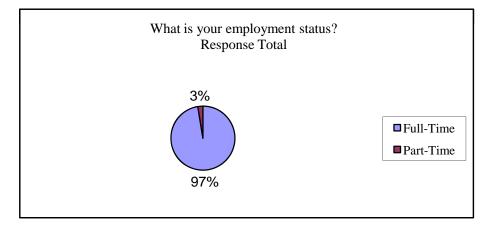
Total Respondents including N/A's	247
(skipped this question)	31

2008 Administration & Finance Division - Service Quality Survey Results

Which of the following categor	ies best describes you? Response Total
Executive or Administrative	71
Staff	152
Faculty	55
Total Respondents (skipped this question)	278 0

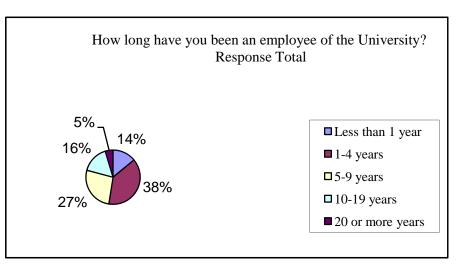


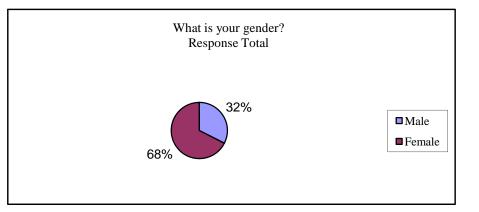
What is your employment status	?
	Response Total
Full-Time	270
Part-Time	7
Total Respondents	277
(skipped this question)	1



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

