

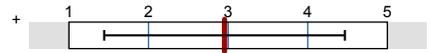
Customer Service Survey Results 2016-2017 [08/01/2016 - 07/31/2017]

No. of responses = 214



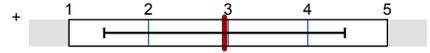
Overall indicators

Global Index



av.=3
dev.=1.5

2. Please rate the level of service you received from this office, division, or person in the following areas:



av.=3
dev.=1.5

Survey Results

1. Please provide your honest answers to the following:

1.1) Which office or division of the University did you contact or would like to tell us about?

Office/Division	Percentage
Academic Affairs	5.7%
Admissions	22.3%
Bookstore	1.4%
Campus Operator	2.8%
Career Services	0.5%
Cashier	2.4%
College Success Center	2.8%
Counseling Center	0.9%
Facilities	1.4%
Faculty Member	4.7%
Finance and Administration	2.8%
Financial Aid	14.7%
Food Services	0.9%
Human Resources	0.5%
IT Help Desk	2.8%
IT Department	0.5%
Jaguar Courtyard	0.5%
Police Department	0.5%
Registrar's Office	8.5%
Student Affairs	10.9%
Other	12.3%

n=211

1.2) How did you come in contact this office, person, or division?

In person	49%
Telephone	19.2%
Email	22.1%
Online	5.3%
Other	4.3%

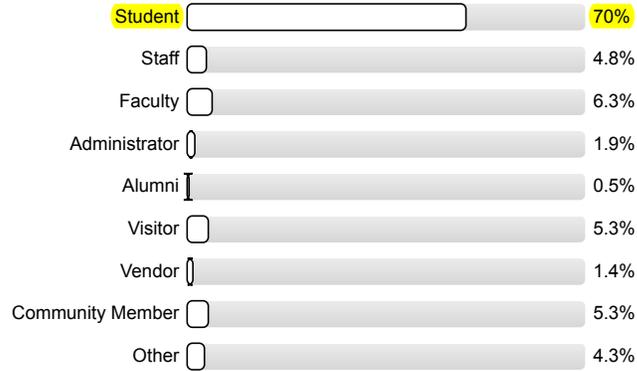
n=208
av.=2
dev.=1.1

1.3) Did you receive the assistance that you expected?



n=208

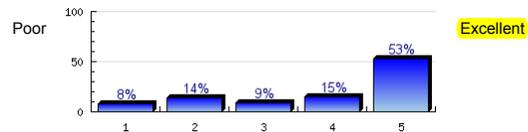
1.6) What is your status?



n=207
av.=2.3
dev.=2.5

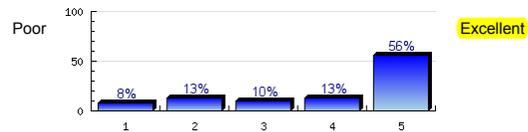
2. Please rate the level of service you received from this office, division, or person in the following areas:

2.1) Prompt



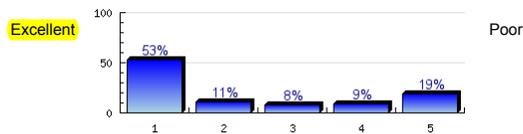
n=213
av.=3.9
dev.=1.4

2.2) Courteous



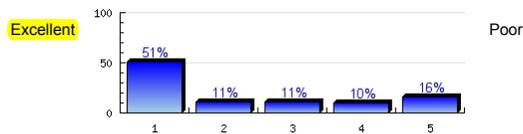
n=209
av.=4
dev.=1.4
ab.=2

2.3) Efficient



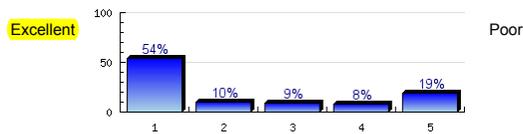
n=211
av.=2.3
dev.=1.6
ab.=1

2.4) Information Provided



n=209
av.=2.3
dev.=1.6
ab.=3

2.5) Helpfulness



n=206
av.=2.3
dev.=1.6
ab.=2

Profile

Compilation: Customer Service Survey Results 2016-2017 [08/01/2016 - 07/31/2017]

Values used in the profile line: Mean

2. Please rate the level of service you received from this office, division, or person in the following areas:

