Customer Service Survey Results 2014-2015 [09/01/2014 - 07/31/2015]

No. of responses = 188



Overall indicators av.=3 dev.=1.7 Global Index 2. Please rate the level of service you received from av.=3 dev.=1.7 this office, division, or person in the following areas: 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? n=187 Academic Affairs 0.5% **Admissions** 17.1% Athletics [1.1% Bookstore () 2.1% Campus Operator 1.1% College Success Center 0.5% Counseling Center | 1.1% Facilities () 2.1% Faculty Member 7% Finance and Administration 4.3% Financial Aid 28.3% Food Services 1.1% Housing | 1.6% Human Resources [] 1.6% IT Help Desk Ĭ 0.5% IT Department () 3.2% Police Department () 1.6% Registrar's Office 8.6% Student Affairs [] 1.6% Other 1.2) How did you come in contact this office, person, or division? n=188 av.=1.7 dev.=1.1 In person 60.1% 20.2% Telephone Email 12.2%

Online []

Other

1.6%

5.9%



Profile

Compilation:

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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:

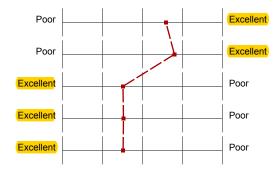


^{2.2)} Courteous

2.3) Efficient

^{2.4)} Information Provided

^{2.5)} Helpfulness



n=185 av.=3.6 md=4.0 dev.=1.6 n=182 av.=3.8 md=5.0 dev.=1.5 n=182 av.=2.5 md=1.5 dev.=1.8 n=176 av.=2.5 md=2.0 dev.=1.7

n=177 av.=2.5 md=1.0 dev.=1.8