

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

No. of responses = 188



## Overall indicators

### Global Index



av.=3  
dev.=1.7

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

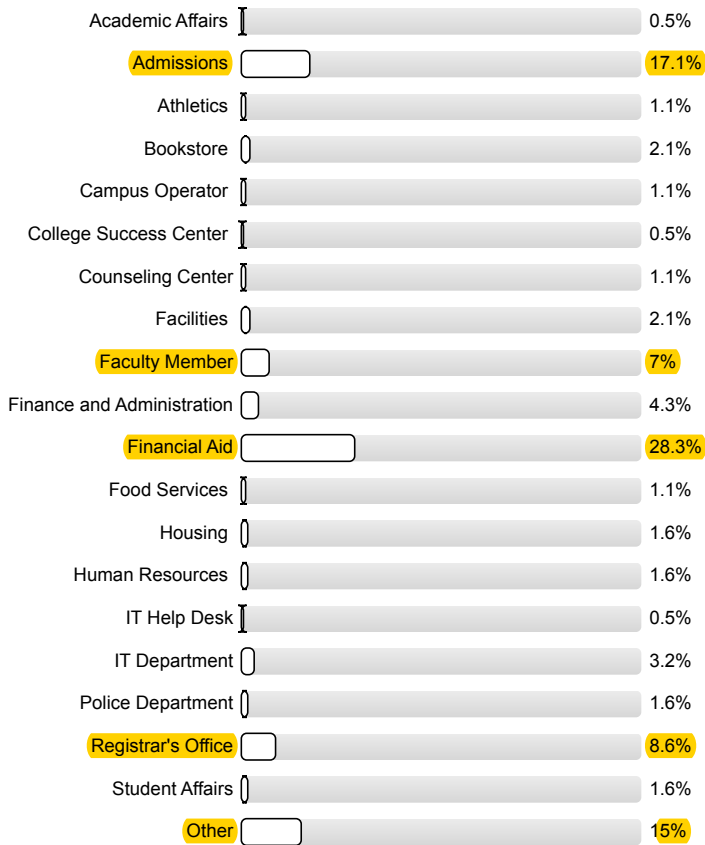


av.=3  
dev.=1.7

## Survey Results

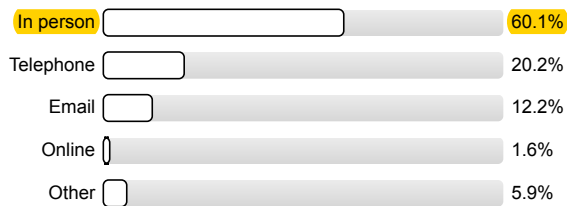
1. Please provide your honest answers to the following:

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



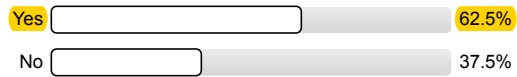
n=187

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



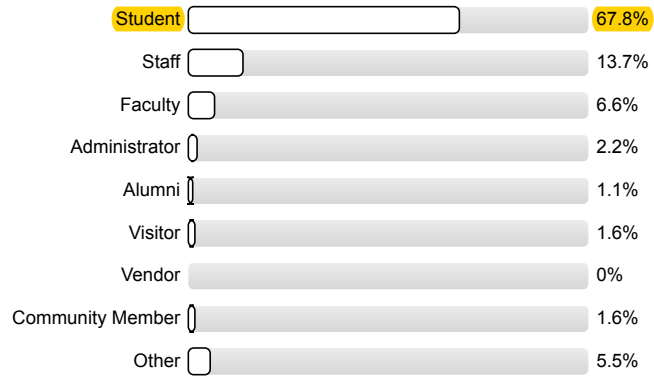
n=188  
av.=1.7  
dev.=1.1

1.3) Did you receive the assistance that you expected?



n=184

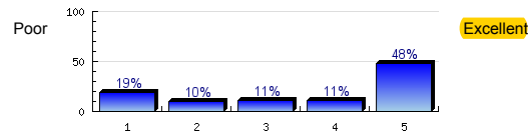
1.6) What is your status?



n=183  
av.=2  
dev.=2.1

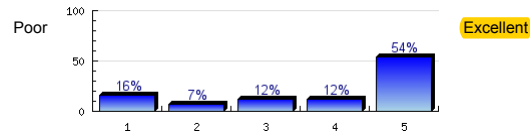
2. Please rate the level of service you received from this office, division, or person in the following areas:

2.1) Prompt



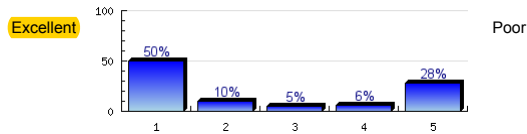
n=185  
av.=3.6  
dev.=1.6  
ab.=1

2.2) Courteous



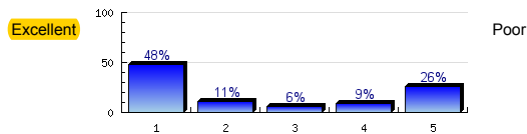
n=182  
av.=3.8  
dev.=1.5  
ab.=2

2.3) Efficient



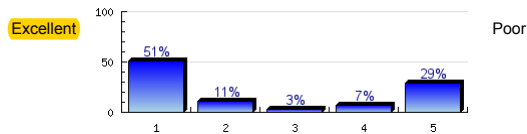
n=182  
av.=2.5  
dev.=1.8  
ab.=3

2.4) Information Provided



n=176  
av.=2.5  
dev.=1.7  
ab.=6

2.5) Helpfulness



n=177  
av.=2.5  
dev.=1.8  
ab.=2

# Profile

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

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:

