Customer Service Survey Results 2015-2016 [08/01/2015 - 07/31/2016]

No. of responses = $\frac{231}{}$

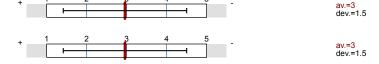


n=229

Overall indicators

Global Index

2. Please rate the level of service you received from 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?

Academic Affairs 4.4% Admissions 22.7% Athletics [0.9% Bookstore T 0.4% Campus Operator [0.9% Career Services 0.9% Cashier 0.4% College Success Center T 0.4% Counseling Center I 0.4% Facilities (4.4% Faculty Member 7.9% Finance and Administration () 1.7% Financial Aid 16.2% Food Services T 0.4% Housing | 2.2% Human Resources () 2.2% IT Help Desk () 2.6% IT Department 4.8% Jaguar Courtyard 1.3% Police Department I 0.4% Registrar's Office 7.9% Student Affairs () 1.7% Other (14.8%

1.2)	How did you come in contact this office, person, or division?				
	In person	1		57.6%	n=229 av.=1.9 dev.=1.2
	Telephone		1	14.4%	dev.=1.2
	Email		1	17.9%	
	Online		4	1.4%	
	Other		5	5.7%	
1.3)	Did you receive the assistance that you expected?				
	Yes (Yes)		7	71.7%	n=226
	No		2	28.3%	
1.6)	What is your status?				
	Student			63%)	n=227
	Staff			15.4%	n=227 av.=2.1 dev.=2.1
	Faculty			10.1%	
	Administrator).4%	
	Alumni	-		0.4%	
	Visitor	_		1%	
	Vendor	0).4%	
	Community Member	-		0.4%	
	Other	-		5.7%	
				<i>7</i> 0	
2.	Please rate the level of service you received from this office, or	division, or person i	n the following ar	eas:	
	Please rate the level of service you received from this office, or		n the following ar		
	Prompt Poor	100 F			n=222 av.=3.8 dev.=1.5
	Decemb	100 F			n=222 av.=3.8 dev.=1.5 ab.=4
	Decemb	r 100	52%		n=222 av.=3.8 dev.=1.5 ab.=4
2.1)	Prompt	100 12% 14% 99	52% 4 5	Excellent)	
2.1)	Decemb	100 12% 14% 99	52% 4 5	Excellent	n=214 av.=4 dev.=1.4
2.1)	Prompt	100 12% 14% 99	52%	Excellent	 n=214 av.=4
2.1)	Prompt	100 12% 14% 99	52% 4 5 59%	Excellent	n=214 av.=4 dev.=1.4
2.1)	Prompt Pool Courteous Pool	100 12% 14% 99 1 2 3	52% 4 5 59% 4 5	Excellent) Excellent	n=214 av.=4 dev.=1.4 ab.=11
2.1)	Prompt Poor Poor Poor Poor Poor Poor Poor Poo	100 12% 14% 99 1 2 3	52% 4 5 59% 4 5	Excellent) Excellent	n=214 av.=4 dev.=1.4 ab.=11
2.1)	Prompt Pool Courteous Pool	100 12% 14% 99% 1 2 3	52% 4 5 59% 4 5	Excellent) Excellent	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6
2.1)	Prompt Pool Courteous Pool	100 12% 14% 99% 1 2 3	52% 4 5 59% 4 5	Excellent) Excellent	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6
2.1)	Prompt Pool Courteous Pool	100 12% 14% 99 1 2 3 100 10% 10% 100 1 2 3	52% 4 5 4 5 4 5 4 5 4 5	Excellent) Excellent) Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5
2.1)	Prompt Pool Courteous Pool Efficient Excellent	100 12% 14% 99 1 2 3 100 10% 10% 100 1 2 3	52% 4 5 4 5 4 5 4 5 4 5	Excellent) Excellent) Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5
2.1)	Prompt Pool Courteous Pool Efficient Excellent	100 12% 14% 99 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3	52% 4 5 59% 4 5 6 21% 4 5	Excellent) Excellent) Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5
2.1)	Prompt Poor Courteous Poor Efficient Excellent Information Provided Excellent	100 12% 14% 99 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3	52% 4 5 59% 4 5 6 21% 4 5	Excellent) Excellent) Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5
2.1)	Prompt Pool Courteous Pool Efficient Excellent	100 12% 14% 99 1 2 3 100 100 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3	52% 4 5 4 5 4 5 4 5 6 21% 4 5	Excellent) Excellent Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5
2.1)	Prompt Courteous Efficient Excellent Information Provided	100 12% 14% 99 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3	52% 4 5 59% 4 5 4 5 70%	Excellent Poor Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5
2.1)	Prompt Courteous Efficient Excellent Information Provided	100 12% 14% 99 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3 100 1 2 3	52% 4 5 59% 4 5 4 5 70%	Excellent Poor Poor	n=214 av.=4 dev.=1.4 ab.=11 n=219 av.=2.4 dev.=1.6 ab.=5

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:

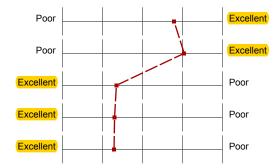


^{2.2)} Courteous

2.3) Efficient

2.4) Information Provided

^{2.5)} Helpfulness



n=222 av.=3.8 md=5.0 dev.=1.5

n=214 av.=4.0 md=5.0 dev.=1.4

n=219 av.=2.4 md=1.0 dev.=1.6

n=219 av.=2.3 md=1.0 dev.=1.6

n=215 av.=2.3 md=1.0 dev.=1.6