

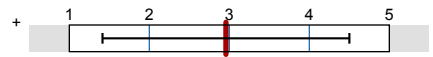
Customer Service Survey Results 2015-2016 [08/01/2015 - 07/31/2016]

No. of responses = 231



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:

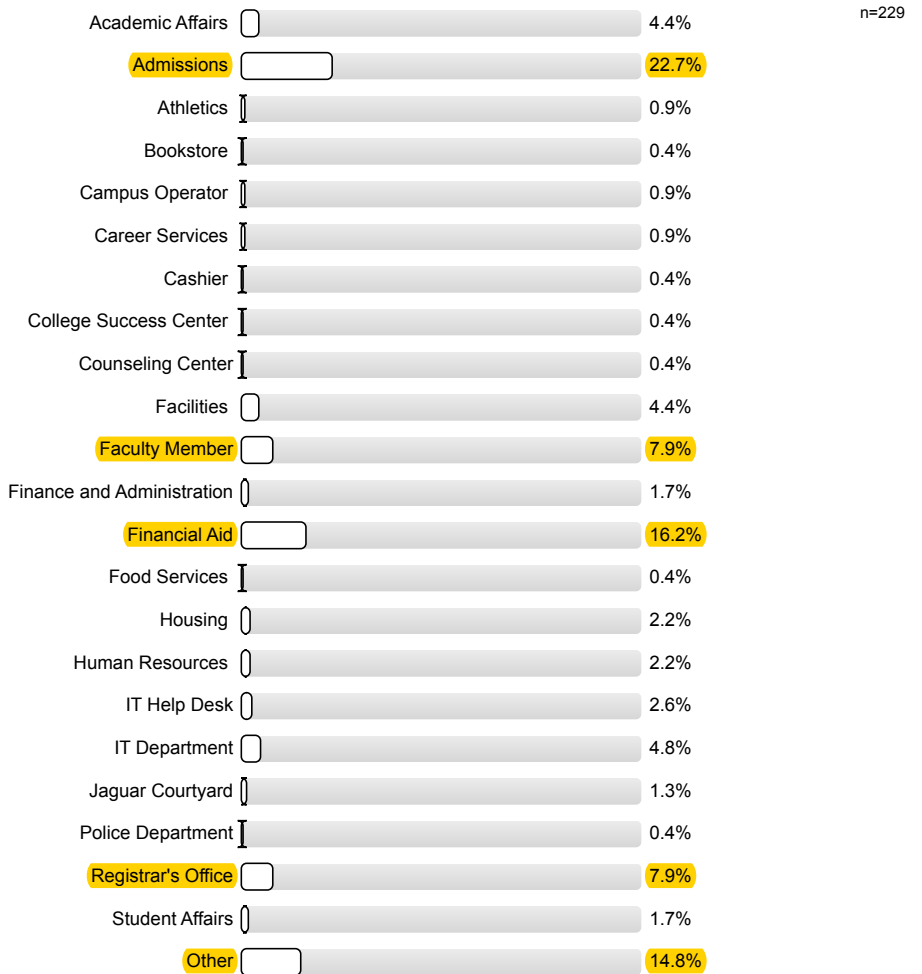


av.=3
dev.=1.5

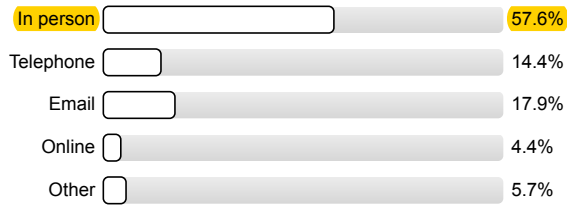
Survey Results

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?

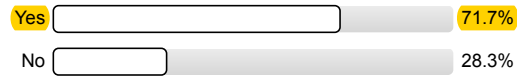


1.2) How did you come in contact this office, person, or division?



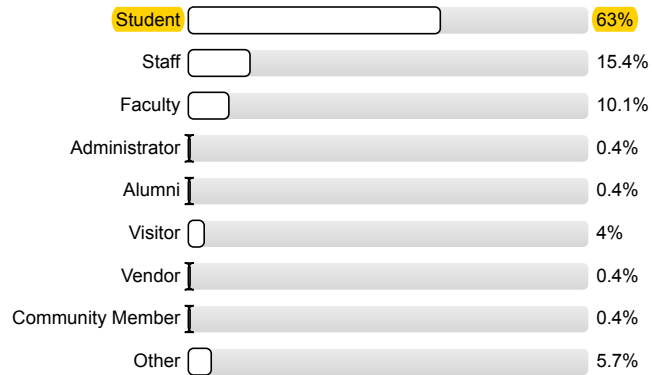
n=229
av.=1.9
dev.=1.2

1.3) Did you receive the assistance that you expected?



n=226

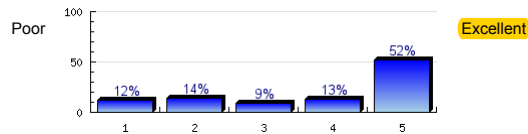
1.6) What is your status?



n=227
av.=2.1
dev.=2.1

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

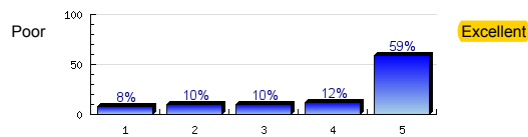
2.1) Prompt



Excellent

n=222
av.=3.8
dev.=1.5
ab.=4

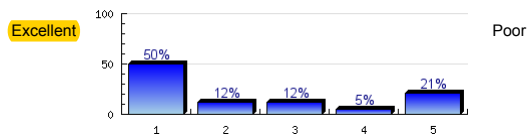
2.2) Courteous



Excellent

n=214
av.=4
dev.=1.4
ab.=11

2.3) Efficient

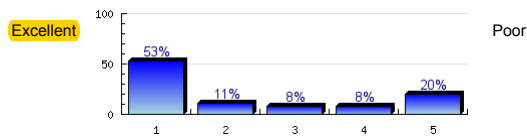


Excellent

Poor

n=219
av.=2.4
dev.=1.6
ab.=5

2.4) Information Provided

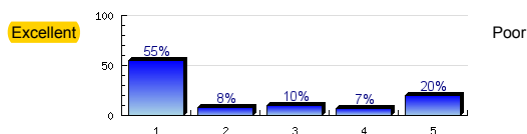


Excellent

Poor

n=219
av.=2.3
dev.=1.6
ab.=5

2.5) Helpfulness



Excellent

Poor

n=215
av.=2.3
dev.=1.6
ab.=6

Profile

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

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:

