

# Customer Service Survey Results 2017-2018 [08/01/2017 - 07/31/2018]

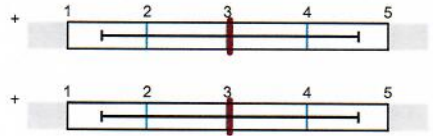
No. of responses = 235



## Overall indicators

### Global Index

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



av.=3  
dev.=1.6

av.=3  
dev.=1.6

## 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	n=232
Academic Affairs	8.2%	
Admissions	23.7%	
Athletics	3%	
Bookstore	2.2%	
Campus Operator	0.9%	
Career Services	2.2%	
Cashier	1.3%	
College Success Center	6%	
Counseling Center	0.4%	
Facilities	2.2%	
Faculty Member	2.2%	
Finance and Administration	2.6%	
Financial Aid	15.1%	
Food Services	3%	
Housing	1.7%	
Human Resources	2.2%	
IT Help Desk	1.7%	
IT Department	1.7%	
Jaguar Courtyard	2.2%	
Police Department	0.9%	
Registrar's Office	5.2%	
Student Affairs	5.2%	
Other	6.5%	

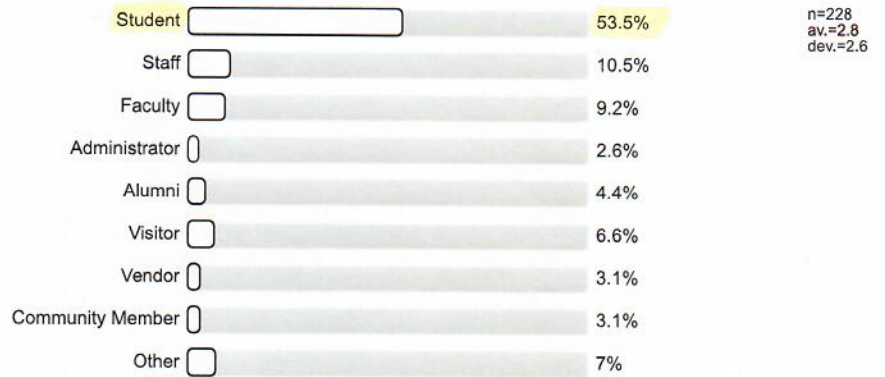
1.2) How did you come in contact this office, person, or division?



1.3) Did you receive the assistance that you expected?

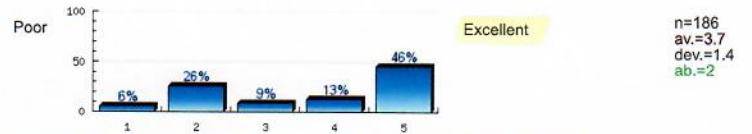


1.6) What is your status?

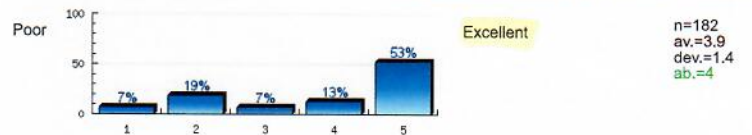


2. Please rate the level of service you received from this office, division, or person in the following areas:

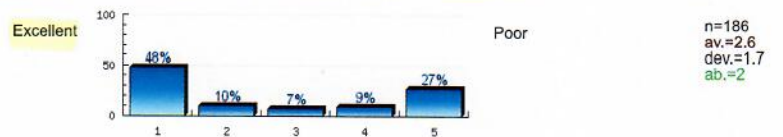
2.1) Prompt



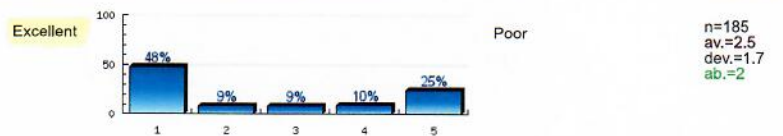
2.2) Courteous



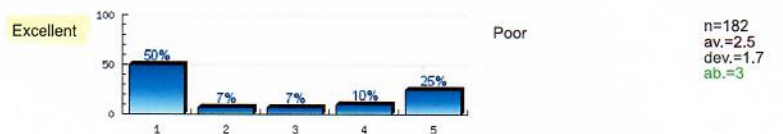
2.3) Efficient



2.4) Information Provided



2.5) Helpfulness



# Profile

Compilation: **Customer Service Survey Results 2017-2018 [08/01/2017 - 07/31/2018]**

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:

