**VPFA Customer Service Assessment – Results for BAO Information Systems Unit**

**(Business Affairs)**

n=81

Problem solving: 81% = very + somewhat satisfied; 15% = neutral; 4% = somewhat + very dissatisfied

Timeliness: 79% = very + somewhat satisfied; 11% = neutral; 10% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 80% = very + somewhat satisfied; 14% = neutral; 6% = somewhat and very dissatsfied

Technical knowledge: 88% = very and somewhat satisfied; 9% = neutral; 4% = somewhat and very dissatisfied

Overall customer satisfaction: 88% = very + somewhat satisfied; 9% = neutral; 4% = somewhat and very dissatisfied 

n = 81

More than five years: 46%
3 years to 5 years: 22%
6 months to 2 years: 26%
Less than 6 months: 6%

n = 81

More than once a week: 7%
About once a week: 6%
A few times during each month: 15%
About once a month: 20%
A few times during the year: 35%
Once a year or less frequenty: 17%
