**VPFA Customer Service Assessment – Results for Payroll Unit (Business Affairs)**

n = 112

Problem Solving: 80% = very + somewhat satisfied; 15% = neutral; 5% = somewhat + very dissatisfied

Timeliness: 70% = very + somewhat satisfied; 8% = neutral; 22% = somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 83% = very + somewhat satisfied; 6% = neutral; 11% = somewhat + very dissatisfied

Technical Knowledge: 87% = very + somewhat satisfied; 8% = neutral; 5% = somewhat + very dissatisfied

Overall Customer Satisfaction: 80% = very + somewhat satisfied; 12% = neutral; 8% = somewhat + very dissatisfied

n = 113

More than five years: 53%
3 years to 5 years: 21%
6 months to 2 years: 16%
Less than 6 months: 10%

n = 113

More than once a week: 14%
About once a week: 6%
A few times during each month: 28%
About once a month: 24%
A few times during the year: 22%
Once a year or less frequenty: 5%