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

n = 113

Problem Solving: 65% = very + somewhat satisfied; 12% = neutral; 23% = somewhat + very dissatisfied

Timeliness: 65% = very + somewhat satisfied; 15% = neutral; 19% = somewhat + very dissatisfied 

Communication, attitude, & Professionalism: 72% = very + somewhat satisfied; 12% = neutral; 17% = somewhat + very dissatisfied

Technical Knowledge: 78% = very + somewhat satisfied; 14% = neutral; 8% = somewhat + very dissatisfied

Other Customer Satisfaction: 70% = very + somewhat satisfied; 12% = neutral; 18% = somewhat + very dissatisfied

n = 115

More than 5 years: 42%
3 years to 5 years: 24%
6 months to 2 years: 25%
Less than 6 months: 9%

n = 115

More than once a week: 5%
About once a week: 10%
A few times during each month: 27%
About once a month: 16%
A few times during the year: 31%
Once a year or less frequently: 10%
