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

n=22

Problem solving: 91% = very + somewhat satisfied; 9% = neutral; 0% = somewhat + very dissatisfied

Timeliness: 95% = very + somewhat satisfied; 5 % = neutral; 0% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 91% = very + somewhat satisfied; 5% = neutral; 5 % = somewhat and very dissatsfied

Technical knowledge: 91% = very and somewhat satisfied; 9% = neutral; 0% = somewhat and very dissatisfied

Overall customer satisfaction: 91% = very + somewhat satisfied; 9% = neutral; 0% = somewhat and very dissatisfied 

n = 23

More than five years: 17%
3 years to 5 years: 43%
6 months to 2 years: 35%
Less than 6 months: 4%

n = 23

More than once a week: 0%
About once a week: 4%
A few times during each month: 9%
About once a month: 13%
A few times during the year: 61%
Once a year or less frequenty: 13%
