**VPFA Customer Service Assessment – Results for Finance & Administration**

**Shared Services (Campus Services)**

n=49

Problem solving: 65% = very + somewhat satisfied; 14% = neutral; 20% = somewhat + very dissatisfied

Timeliness: 61% = very + somewhat satisfied; 18% = neutral; 20% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 77% = very + somewhat satisfied; 13% = neutral; 10% = somewhat and very dissatsfied

Technical knowledge: 75% = very and somewhat satisfied;  10% = neutral; 15% = somewhat and very dissatisfied

Overall customer satisfaction: 71% = very + somewhat satisfied; 12% = neutral; 16% = somewhat and very dissatisfied 

n = 50

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

n = 50

More than once a week: 26%
About once a week: 14%
A few times during each month: 18%
About once a month: 20%
A few times during the year: 16%
Once a year or less frequenty: 6%
