**VPFA Customer Service Assessment – Results for Office of the VPFA**

**(Campus Services)**

n=32

Problem solving: 84% = very + somewhat satisfied; 13% = neutral; 3% = somewhat + very dissatisfied

Timeliness: 84% = very + somewhat satisfied; 10% = neutral; 6% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 87% = very + somewhat satisfied; 6% = neutral; 6% = somewhat and very dissatsfied

Technical knowledge: 84% = very and somewhat satisfied;  13% = neutral; 3% = somewhat and very dissatisfied

Overall customer satisfaction: 94% = very + somewhat satisfied; 2% = neutral; 4% = somewhat and very dissatisfied 

n = 33

More than five years: 30%
3 years to 5 years: 21%
6 months to 2 years: 33%
Less than 6 months: 15%

n = 33

More than once a week: 9%
About once a week: 9%
A few times during each month: 15%
About once a month: 18%
A few times during the year: 42%
Once a year or less frequenty: 6%
