**VPFA Customer Service Assessment – Results for VPFA IT Unit**

**(Campus Services)**

n=43

Problem solving: 77% = very + somewhat satisfied; 12% = neutral; 12% = somewhat + very dissatisfied

Timeliness: 76% = very + somewhat satisfied; 5% = neutral; 19% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 71% = very + somewhat satisfied; 14% = neutral; 14% = somewhat and very dissatsfied

Technical knowledge: 84% = very and somewhat satisfied; 12% = neutral; 5% = somewhat and very dissatisfied

Overall customer satisfaction: 74% = very + somewhat satisfied; 7% = neutral; 19% = somewhat and very dissatisfied 

n = 43

More than five years: 51%
3 years to 5 years: 16%
6 months to 2 years: 23%
Less than 6 months: 9%

n = 43

More than once a week: 7%
About once a week: 5%
A few times during each month: 21%
About once a month: 16%
A few times during the year: 40%
Once a year or less frequenty: 12%
