**VPFA Customer Service Assessment – Results for Campus Planning Unit**

**(Campus Planning & Facilities Management)**

n=57

Problem solving: 65% = very + somewhat satisfied; 18% = neutral; 18% = somewhat + very dissatisfied

Timeliness: 61% = very + somewhat satisfied; 26% = neutral; 12% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 70% = very + somewhat satisfied; 12% = neutral; 18% = somewhat and very dissatsfied

Technical knowledge: 79% = very and somewhat satisfied; 16% = neutral; 5% = somewhat and very dissatisfied

Overall customer satisfaction: 67% = very + somewhat satisfied; 21% = neutral; 12% = somewhat and very dissatisfied 

n = 58

More than five years: 48%
3 years to 5 years: 16%
6 months to 2 years: 24%
Less than 6 months: 12%

n = 57

More than once a week: 7%
About once a week: 4%
A few times during each month: 12%
About once a month: 12%
A few times during the year: 47%
Once a year or less frequenty: 18%
