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

**(Campus Planning & Facilities Management)**

n=12

Problem solving: 67% = very + somewhat satisfied; 33% = neutral; 0% = somewhat + very dissatisfied

Timeliness: 58% = very + somewhat satisfied; 42% = neutral; 0% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 67% = very + somewhat satisfied; 33% = neutral; 0% = somewhat and very dissatsfied

Technical knowledge: 67% = very and somewhat satisfied; 25% = neutral; 8% = somewhat and very dissatisfied

Overall customer satisfaction: 67% = very + somewhat satisfied; 33% = neutral; 0% = somewhat and very dissatisfied 

n = 12

More than five years: 25%
3 years to 5 years: 17%
6 months to 2 years: 50%
Less than 6 months: 8%

n = 12

More than once a week: 8%
About once a week: 0%
A few times during each month: 17%
About once a month: 0%
A few times during the year: 67%
Once a year or less frequenty: 8%
