**VPFA Customer Service Assessment – Results for Financial Services Unit (Business Affairs)**

n=101

Problem solving: 80% = very + somewhat satisfied; 12 % = neutral; 8% = somewhat + very dissatisfied

Timeliness: 83% = very + somewhat satisfied; 12 % = neutral; 5% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 84% = very + somewhat satisfied; 10% = neutral; 6 % = somewhat and very dissatsfied

Technical knowledge: 85% = very and somewhat satisfied; 10% = neutral; 5% = somewhat and very dissatisfied

Overall customer satisfaction: 86% = very + somewhat satisfied; 9% = neutral; 5% = somewhat and very dissatisfied 

n = 102

More than five years: 58%
3 years to 5 years: 21%
6 months to 2 years: 17%
Less than 6 months: 5%

n= 103

More than once a week: 17%
About once a week: 14%
A few times during each month: 20%
About once a month: 16%
A few times during the year: 27%
Once a year or less frequenty: 7%
