**VPFA Customer Service Assessment – Results for Student Financial Services Unit**

**(Business Affairs)**

n=43

Problem solving: 86% = very + somewhat satisfied; 7% = neutral; 7% = somewhat + very dissatisfied

Timeliness: 91% = very + somewhat satisfied; 5% = neutral; 5% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 91% = very + somewhat satisfied; 2% = neutral; 7% = somewhat and very dissatsfied

Technical knowledge: 86% = very and somewhat satisfied; 5% = neutral; 9% = somewhat and very dissatisfied

Overall customer satisfaction: 88% = very + somewhat satisfied; 5% = neutral; 7% = somewhat and very dissatisfied 

n = 44

More than five years: 66%
3 years to 5 years: 20%
6 months to 2 years: 7%
Less than 6 months: 7%

n = 44

More than once a week: 25%
About once a week: 7%
A few times during each month: 14%
About once a month: 18%
A few times during the year: 34%
Once a year or less frequenty: 2%
