**VPFA Customer Service Assessment – Results for Printing & Mailing Services Unit**

**(Campus Services)**

n=86

Problem solving: 80% = very + somewhat satisfied; 13% = neutral; 7% = somewhat + very dissatisfied

Timeliness: 90% = very + somewhat satisfied; 6% = neutral; 5% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 85% = very + somewhat satisfied; 10% = neutral; 5% = somewhat and very dissatsfied

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

Overall customer satisfaction: 88% = very + somewhat satisfied; 6% = neutral; 6% = somewhat and very dissatisfied 

n = 85

More than five years: 54%
3 years to 5 years: 26%
6 months to 2 years: 18%
Less than 6 months: 2%

n = 86

More than once a week: 10%
About once a week: 0%
A few times during each month: 14%
About once a month: 16%
A few times during the year: 55%
Once a year or less frequenty: 5%
