**VPFA Customer Service Assessment – Results for Design & Construction Unit**

**(Campus Planning & Facilities Management)**

n=58

Problem solving: 56% = very + somewhat satisfied; 18% = neutral; 26% = somewhat + very dissatisfied

Timeliness: 47% = very + somewhat satisfied; 21% = neutral; 32% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 65% = very + somewhat satisfied; 16% = neutral; 19% = somewhat and very dissatsfied

Technical knowledge: 75% = very and somewhat satisfied; 16% = neutral; 9% = somewhat and very dissatisfied

Overall customer satisfaction: 64% = very + somewhat satisfied; 16% = neutral; 21% = somewhat and very dissatisfied 

n = 59

More than five years: 41%
3 years to 5 years: 22%
6 months to 2 years: 22%
Less than 6 months: 15%

n = 59

More than once a week: 17%
About once a week: 2%
A few times during each month: 22%
About once a month: 10%
A few times during the year: 32%
Once a year or less frequenty: 17%
