**VPFA Customer Service Assessment – Results for Facilities Services Unit**

**(Campus Planning & Facilities Management)**

n=127

Problem solving: 74% = very + somewhat satisfied; 17% = neutral; 10% = somewhat + very dissatisfied

Timeliness: 73% = very + somewhat satisfied; 13% = neutral; 13% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 80% = very + somewhat satisfied; 12% = neutral; 9% = somewhat and very dissatsfied

Technical knowledge: 86% = very and somewhat satisfied; 11% = neutral; 3% = somewhat and very dissatisfied

Overall customer satisfaction: 83% = very + somewhat satisfied; 12% = neutral; 5% = somewhat and very dissatisfied 

n = 131

More than five years: 55%
3 years to 5 years: 20%
6 months to 2 years: 18%
Less than 6 months: 7%

n = 131

More than once a week: 19%
About once a week: 5%
A few times during each month: 19%
About once a month: 15%
A few times during the year: 36%
Once a year or less frequenty: 5%