**VPFA Customer Service Assessment – Results for Utilities & Energy Unit**

**(Campus Planning & Facilities Management)**

n=26

Problem solving: 62% = very + somewhat satisfied; 27% = neutral; 12% = somewhat + very dissatisfied

Timeliness: 62% = very + somewhat satisfied; 23% = neutral; 15% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 58% = very + somewhat satisfied; 15% = neutral; 27% = somewhat and very dissatsfied

Technical knowledge: 84% = very and somewhat satisfied; 8% = neutral; 8% = somewhat and very dissatisfied

Overall customer satisfaction: 73% = very + somewhat satisfied; 19% = neutral; 8% = somewhat and very dissatisfied 

n = 24

More than five years: 50%
3 years to 5 years: 17%
6 months to 2 years: 21%
Less than 6 months: 13%

n = 25

More than once a week: 12%
About once a week: 4%
A few times during each month: 28%
About once a month: 16%
A few times during the year: 32%
Once a year or less frequenty: 8%
