**VPFA Customer Service Assessment – Results for Office of Affirmative Action & Equal Opportunity (Human Resources)**

n=35

Problem solving: 56% = very + somewhat satisfied; 21% = neutral; 24% = somewhat + very dissatisfied

Timeliness: 54% = very + somewhat satisfied; 14% = neutral; 31% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 71% = very + somewhat satisfied; 14% = neutral; 14% = somewhat and very dissatsfied

Technical knowledge: 71% = very and somewhat satisfied; 11% = neutral; 17% = somewhat and very dissatisfied

Overall customer satisfaction: 66% = very + somewhat satisfied; 14% = neutral; 20% = somewhat and very dissatisfied 

n = 37

More than five years: 49%
3 years to 5 years: 22%
6 months to 2 years: 19%
Less than 6 months: 11%

n = 37

More than once a week: 3%
About once a week: 3%
A few times during each month: 5%
About once a month: 19%
A few times during the year: 51%
Once a year or less frequenty: 19%
