**VPFA Customer Service Assessment – Results for HR Programs & Services Unit**

**(Human Resources)**

n=75

Problem solving: 76% = very + somewhat satisfied; 5% = neutral; 19% = somewhat + very dissatisfied

Timeliness: 73% = very + somewhat satisfied; 5% = neutral; 21% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 84% = very + somewhat satisfied; 4% = neutral; 12% = somewhat and very dissatsfied

Technical knowledge: 81% = very and somewhat satisfied; 7% = neutral; 12% = somewhat and very dissatisfied

Overall customer satisfaction: 84% = very + somewhat satisfied; 4% = neutral; 12% = somewhat and very dissatisfied 

n = 76

More than five years: 53%
3 years to 5 years: 17%
6 months to 2 years: 24%
Less than 6 months: 7%

n = 77

More than once a week: 9%
About once a week: 4%
A few times during each month: 10%
About once a month: 19%
A few times during the year: 52%
Once a year or less frequenty: 5%
