**VPFA Customer Service Assessment – Results for Talent Acquisition Unit**

**(Human Resources)**

n=90

Problem solving: 53% = very + somewhat satisfied; 13% = neutral; 33% = somewhat + very dissatisfied

Timeliness: 33% = very + somewhat satisfied; 20% = neutral; 47% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 64% = very + somewhat satisfied; 13% = neutral; 22% = somewhat and very dissatsfied

Technical knowledge: 62% = very and somewhat satisfied; 25% = neutral; 13% = somewhat and very dissatisfied

Overall customer satisfaction: 60% = very + somewhat satisfied; 11% = neutral; 29% = somewhat and very dissatisfied 

n = 92

More than five years: 28%
3 years to 5 years: 16%
6 months to 2 years: 41%
Less than 6 months: 14%

n = 92

More than once a week: 21%
About once a week: 5%
A few times during each month: 20%
About once a month: 9%
A few times during the year: 30%
Once a year or less frequenty: 15%
