**VPFA Customer Service Assessment – Results for Campus GIS Unit**

**(Safety & Risk Services)**

n=22

Problem solving: 100% = very + somewhat satisfied; 0% = neutral; 0% = somewhat + very dissatisfied

Timeliness: 91% = very + somewhat satisfied; 5% = neutral; 5% = Somewhat + very dissatisfied

Communication, Attitude, & Professionalism: 100% = very + somewhat satisfied; 0% = neutral; 0% = somewhat and very dissatsfied

Technical knowledge: 100% = very and somewhat satisfied; 0% = neutral; 0% = somewhat and very dissatisfied

Overall customer satisfaction: 100% = very + somewhat satisfied; 0% = neutral; 0% = somewhat and very dissatisfied 

n = 22

More than five years: 32%
3 years to 5 years: 32%
6 months to 2 years: 32%
Less than 6 months: 5%

n = 22

More than once a week: 9%
About once a week: 0%
A few times during each month: 27%
About once a month: 9%
A few times during the year: 41%
Once a year or less frequenty: 14%
