

Part 1

VPFA Customer Satisfaction Survey

Thank you for taking the time to participate in our survey!

As a part of our strategic planning process, the Finance and Administration (VPFA) leadership team is reaching out for feedback on the services that we provide. Our overall strategic vision is to excel in two core areas: 1) provide the most effective and efficient services to campus possible, and 2) recruit, support, and retain a diverse and highly competent workforce.

This customer satisfaction survey will help us understand how we can improve the services that units in our division provide to campus.

Instructions

In Part 1 of the survey, you will be asked to identify all the VPFA units with which you work. In Part 2, you will be asked to evaluate no more than five of these units. This survey should take you approximately 10 – 25 minutes to complete, depending on the number of units you evaluate (as few as one or as many as five). You may navigate back and forth between questions, *but once you begin to evaluate units in Part 2, you will no longer be able to go back to Part 1*. If you leave the survey before completion, your responses will be saved and available when you return using the survey link you received in your email. Please help us by completing the survey no later than **November 21, 2017**.

Confidentiality

This survey is confidential. It is being conducted on our behalf by a third party, the UO Community Service Center. The VPFA and its units will not have access to your individual responses.

To thank you for your time, you will have the opportunity to enter a drawing for one of twenty \$25 Nike gift cards at the end of the survey by providing your name and contact information. This information will not be connected to your responses to the survey.

Your time and opinions are greatly appreciated. Thank you!

Please click >> to begin the survey.

If you have any questions about this survey or the project in general, please contact Aniko Drlík-Muehleck, Project Manager with the University of Oregon's Community Service Center: aniko@uoregon.edu or 541-286-5110

Part 1. Your interaction with VPFA Units

To begin, we would like to learn a little about your interaction with VPFA's units so we know which units to ask you more about.

Where do you work?

Below is a list of all VPFA units and their services. Please click on all VPFA units with which you have personally interacted in the last year. In the next part of this survey, you will be asked a brief series of questions about your experience with up to 5 of the units you select here. It should take approximately 2-5 minutes to evaluate each unit.

"Interaction" means using a service or function provided by the unit and/or contacting someone in the unit by phone or email with a service- or function-related request or question.

Business Affairs:

Financial Services

Includes general accounting, reporting and analysis, accounts payable, property control, and tax accounting analysis.

Travel

Includes travel reimbursements, corporate travel cards and travel advances, airfare authorization requests, moving/relocation expenses, and travel coordinator training and certification.

Payroll

Includes payroll processing for all university employees, payroll guidelines and banner guide, payroll report development, and federal and state tax reporting and remittance.

BAO Information Systems

Banner training, access, support, and reporting; system administration; payment card acceptance and compliance; websites and applications, including e-commerce and forms.uoregon.edu.

Treasury Operations

Includes cash and investment management, internal and external debt management, and banking relationships.

Student Financial Services

Includes student billing, student loans and collections, and cashiering.

Budget and Resource Planning:

BRP

Includes annual budgetary process management, budgetary assistance for academic, administrative, research and auxiliary units, financial reports, analysis and fiscal projections, and coordination of course fees and other fees and fines.

Campus Planning and Facilities Management:

Facilities Services

Includes work control center, custodial services, zero waste, carpentry, painting, plumbing, HVAC, locks and doors, electrical, exterior landscape, mobile equipment, and central support.

Campus Planning

Includes space planning, campus planning, and real estate.

Design and Construction

Includes small projects, capital projects, engineering support, construction retainer contracts, and project accounting.

Utilities and Energy

Includes central plant, steam and chilled water distribution, electrical distribution, and energy purchase and management.

Sustainability

Includes key campus-wide resource and partner for sustainability-centered practices, policies, and programming, and establishing metrics and tracking institutional sustainability performance.

Human Resources:

Talent Acquisition

Includes employee recruitment and related processes (in MyTrack), international employment, and employee classification and compensation.

Employee and Labor Relations

Includes union negotiations, grievance management, conflict resolution, and policy administration.

HR Operations

Includes personnel actions and employment records maintenance and processing.

HR Programs and Services

Includes benefits, medical leaves, employee recognition and events, work-life resources, HR service center, and Vivian Olum child development center.

Office of Affirmative Action and Equal Opportunity

Includes receives, addresses and resolves complaints and concerns related to discrimination and harassment, provides guidance for and helps implement ADA accommodations, and supports Affirmative Action goals in hiring and recruitment, and through data analysis and reporting in the University's Affirmative Action Plan.

Safety and Risk Services:

UO Police Department

Includes patrol, dispatch, security, and special event staffing.

Emergency Management

Includes training and outreach, business continuity planning, emergency planning, and incident management team.

Environmental Health and Safety

Includes research safety, environmental compliance, building sciences, occupational health and safety, and hazardous materials.

Risk Management

Includes insurance, injury and property claims, and waivers of insurance.

Campus Geographic Information Systems (GIS)

Includes custom mapping, software development, spatial data analysis and hosting, and project collaboration and support.

Fire Marshal's Office

Includes fire protection systems, special event support, building plan and code review, and building inspections.

Other administrative/auxiliary services

Department of Parking and Transportation

Includes management of parking permit sales, reserved parking, ADA parking, event parking, Columbia Garage operations, parking lot maintenance, parking enforcement and citation appeals review, Access Shuttle operations, transportation options (Enterprise Carshare, bike lockers and cages, LTD employee contract), and Driver certification.

Printing and Mailing Services

Includes printing and bindery services, mailing services, copyright clearance, and fleet copier program.

Finance and Administration Shared Services

Includes for specific customer units (i.e., Campus Planning and Facilities Management, Safety and Risk Services, Police, Parking and Transportation): budget and finance, procurement and contracting, accounts payable and travel, warehousing and stores, labor contract administration, recruitment resources, staff development, information Technology (IT) support.

Office of the VPFA

Includes leadership on assistance with critical finance and administrative issues, Johnson Hall building support, and executive calendar management, meeting support, and triage.

VPFA Information Technology (IT)

Includes for 25 specific customer units including the Clark Honors College, Equity and Inclusion, General Counsel, Human Resources International Affairs, Provost and Academic Affairs, etc.: desktop and mobile support, purchase and deployment of hardware and software, file sharing, exchange and active directory, and application servers.

Part 2 Intro

Part 2. Satisfaction with Specific Units

Now, we would like you to briefly evaluate your interactions with up to 5 of the units you selected. If you selected more than 5 units, 5 of the units you selected will be randomly chosen for you to evaluate. Your evaluation of each unit should take approximately 2-5 minutes. Once you click >>, you will no longer be able to return to your answers in Part 1.

Financial Services (Business Affairs Office)

Please tell us about your interactions with Financial Services. Financial Services includes:

- General Accounting
- Reporting and Analysis
- Accounts Payable (invoice payment, vendor management)
- Property Control (capital asset management and inventory, surplus property)
- Tax accounting and analysis

How long have you interacted with Financial Services?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Financial Services?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Financial Services provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Financial Services does well. (Optional)

Please share any comments about what Financial Services can do better. (Optional)

Please share any additional comments about your interactions with Financial Services. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Travel (Business Affairs Office)

Please tell us about your interactions with Travel. Travel includes:

- Travel reimbursements
- Corporate travel cards and travel advances
- Airfare authorization requests
- Moving/relocation expenses
- Travel coordinator training and certification

How long have you interacted with Travel?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Travel?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Travel provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Travel does well. (Optional)

Please share any comments about what Travel can do better. (Optional)

Please share any additional comments about your interactions with Travel. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Payroll (Business Affairs Office)

Please tell us about your interactions with Payroll. Payroll includes:

- Payroll processing for all university employees
- Payroll guidelines and Banner Guide
- Payroll report development
- Federal and state tax reporting and remittance

How long have you interacted with Payroll?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Payroll?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Payroll provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Payroll does well. (Optional)

Please share any comments about what Payroll can do better. (Optional)

Please share any additional comments about your interactions with Payroll. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

BAO Information Systems (Business Affairs Office)

Please tell us about your interactions with BAO Information Systems. BAO Information Systems includes:

- Payment Card acceptance and compliance
- Banner training coordination
- Web development

How long have you interacted with BAO Information Systems?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with BAO Information Systems?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that BAO Information Systems provides to customers?
Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what BAO Information Systems does well. (Optional)

Please share any comments about what BAO Information Systems can do better. (Optional)

Please share any additional comments about your interactions with BAO Information Systems. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Treasury Operations (Business Affairs Office)

Please tell us about your interactions with Treasury Operations. Treasury Operations includes:

- Cash and investment management
- Internal and external debt management
- Banking relationships

How long have you interacted with Treasury Operations?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Treasury Operations?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which

they are responsible.

- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Treasury Operations provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Treasury Operations does well. (Optional)

Please share any comments about what Treasury Operations can do better. (Optional)

Please share any additional comments about your interactions with Treasury Operations. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Student Financial Services (Business Affairs Office)

Please tell us about your interactions with Student Financial Services. Student Financial Services includes:

- Student Billing
- Student Loans and Collections
- Cashiering

How long have you interacted with Student Financial Services?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Student Financial Services?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Student Financial Services provides to customers?
Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Student Financial Services does well. (Optional)

Please share any comments about what Student Financial Services can do better. (Optional)

Please share any additional comments about your interactions with Student Financial Services. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Budget and Resource Planning (BRP)

Please tell us about your interactions with Budget and Resource Planning. Budget and Resource Planning includes:

- Annual budgetary process management
- Budgetary assistance for academic, administrative, research and auxiliary units
- Financial reports, analysis and fiscal projections
- Coordination of course fees and other fees and fines

How long have you interacted with Budget and Resource Planning?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Budget and Resource Planning?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your

satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Budget and Resource Planning provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Budget and Resource Planning does well. (Optional)

Please share any comments about what Budget and Resource Planning can do better. (Optional)

Please share any additional comments about your interactions with Budget and Resource Planning. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Facilities Services (Campus Planning and Facilities Management)

Please tell us about your interactions with Facilities Services. Facilities Services includes:

- Work Control Center (customer service control point for facilities management system; manages work order creation, and ensures consistency and accuracy of customer requests)
- Custodial services
- Zero Waste (waste management, recycling/composting service, environmental/sustainability education and operational sustainability strategies)
- Carpentry (maintenance, repair, installation of doors, windows, stairs, floors, ceilings, cabinets and furniture, restroom accessories, etc.)
- Painting
- Plumbing
- HVAC (maintenance, repair, installation of heating, ventilation and air conditioning utility and distribution systems and components)
- Locks and doors (maintenance, repair, and installation of approved security systems of keyless entry systems, intrusion systems, closed circuit television, distribution of keys and access cards)
- Electrical (maintenance and repair of interior and exterior facility electrical and lighting systems and components)
- Exterior landscape (exterior maintenance, landscaping, tree care, seasonal/ inclement weather response, pest removal and trash removal)
- Mobile equipment (offers complete service for all UO vehicles and equipment, including import and domestic cars and trucks, electric vehicles and golf cart, trailers, and ground equipment; provides custom fabrication and installation)

- Central Support (moving services, banner hanging, event setup, surplus furniture pickup and storage, and storage for campus departments)

How long have you interacted with Facilities Services?

- Less than 6 months
- 6 months to 2 years
- 3 years to 5 years
- More than 5 years

Approximately how often do you interact with Facilities Services?

- Once a year or less frequently
- A few times during the year
- About once a month
- A few times during each month
- About once a week
- More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Facilities Services provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Facilities Services does well. (Optional)

Please share any comments about what Facilities Services can do better. (Optional)

Please share any additional comments about your interactions with Facilities Services. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Campus Planning (Campus Planning and Facilities Management)

Please tell us about your interactions with Campus Planning. Campus Planning includes:

- Space planning
- Campus planning
- Real estate

How long have you interacted with Campus Planning?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Campus Planning?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which

they are responsible.

- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Campus Planning provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Campus Planning does well. (Optional)

Please share any comments about what Campus Planning can do better. (Optional)

Please share any additional comments about your interactions with Campus Planning. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Design and Construction (Campus Planning and Facilities Management)

Please tell us about your interactions with Design and Construction. Design and Construction includes:

- Small projects (e.g., small departmental moves, interior renovations)
- Capital projects
- Engineering support
- Construction retainer contracts
- Project accounting

How long have you interacted with Design and Construction?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Design and Construction?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Design and Construction provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Design and Construction does well. (Optional)

Please share any comments about what Design and Construction can do better. (Optional)

Please share any additional comments about your interactions with Design and Construction. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Utilities and Energy (Campus Planning and Facilities Management)

Please tell us about your interactions with Utilities and Energy. Utilities and Energy includes:

- Central plant
- Steam and chilled water distribution
- Electrical distribution
- Energy purchase and management

How long have you interacted with Utilities and Energy?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Utilities and Energy?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Utilities and Energy provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Utilities and Energy does well. (Optional)

Please share any comments about what Utilities and Energy can do better. (Optional)

Please share any additional comments about your interactions with Utilities and Energy. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Sustainability (Campus Planning and Facilities Management)

Please tell us about your interactions with Sustainability. Sustainability:

- Is a key campus-wide resource and partner for sustainability-centered practices, policies, and programming
- Establishes metrics and track institutional sustainability performance

How long have you interacted with Sustainability?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Sustainability?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Sustainability provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Sustainability does well. (Optional)

Please share any comments about what Sustainability can do better. (Optional)

Please share any additional comments about your interactions with Sustainability. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Talent Acquisition (HR)

Please tell us about your interactions with Talent Acquisition. Talent Acquisition includes:

- Employee recruitment and related processes (in MyTrack)
- International employment
- Employee classification and compensation

How long have you interacted with Talent Acquisition?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Talent Acquisition?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Talent Acquisition provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Talent Acquisition does well. (Optional)

Please share any comments about what Talent Acquisition can do better. (Optional)

Please share any additional comments about your interactions with Talent Acquisition. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Employee and Labor Relations (HR)

Please tell us about your interactions with Employee and Labor Relations. Employee and Labor Relations includes:

- Union negotiations
- Grievance management
- Conflict resolution
- Policy administration

How long have you interacted with Employee and Labor Relations?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Employee and Labor Relations?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Employee and Labor Relations provides to customers?
Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Employee and Labor Relations does well. (Optional)

Please share any comments about what Employee and Labor Relations can do better. (Optional)

Please share any additional comments about your interactions with Employee and Labor Relations. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

HR Operations (HR)

Please tell us about your interactions with HR Operations. HR Operations includes:

- Personnel actions (e.g., Requests To Offer (RTO), awards and leaves, overload assignments, separations)
- Employment records maintenance and processing (in Banner and MyTrack)

How long have you interacted with HR Operations?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with HR Operations?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.

- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that HR Operations provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what HR Operations does well. (Optional)

Please share any comments about what HR Operations can do better. (Optional)

Please share any additional comments about your interactions with HR Operations. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

HR Programs and Services (HR)

Please tell us about your interactions with HR Programs and Services. HR Programs and Services includes:

- Benefits
- Medical leaves
- Employee recognition and events
- Work-life resources
- HR service center (frontline customer service)
- Vivian Olum Child Development Center

How long have you interacted with HR Programs and Services?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with HR Programs and Services?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that HR Programs and Services provides to customers?
Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what HR Programs and Services does well. (Optional)

Please share any comments about what HR Programs and Services can do better. (Optional)

Please share any additional comments about your interactions with HR Programs and Services. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Office of Affirmative Action and Equal Opportunity (HR)

Please tell us about your interactions with the Office of Affirmative Action and Equal Opportunity. The Office of Affirmative Action and Equal Opportunity:

- Receives, addresses and resolves complaints and concerns related to discrimination and harassment
- Provides guidance for and helps implement ADA accommodations
- Supports Affirmative Action goals in hiring and recruitment, and through data analysis and reporting in the University's Affirmative Action plan

How long have you interacted with the Office of Affirmative Action and Equal Opportunity?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with the Office of Affirmative Action and Equal Opportunity?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your

satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that the Office of Affirmative Action and Equal Opportunity provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what the Office of Affirmative Action and Equal Opportunity does well.
(Optional)

Please share any comments about what the Office of Affirmative Action and Equal Opportunity can do better.
(Optional)

Please share any additional comments about your interactions with the Office of Affirmative Action and Equal Opportunity. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

UO Police Department (Safety and Risk Services)

Please tell us about your interactions with the UO Police Department. The UO Police Department includes:

- Patrol
- Dispatch
- Security
- Special Event Staffing

How long have you interacted with the UO Police Department?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with the UO Police Department?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that UO Police Department provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what the UO Police Department does well. (Optional)

Please share any comments about what the UO Police Department can do better. (Optional)

Please share any additional comments about your interactions with the UO Police Department. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Emergency Management (Safety and Risk Services)

Please tell us about your interactions with Emergency Management. Emergency Management includes:

- Training and outreach
- Business continuity planning
- Emergency planning
- Incident Management Team

How long have you interacted with Emergency Management?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Emergency Management?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Emergency Management provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Emergency Management does well. (Optional)

Please share any comments about what Emergency Management can do better. (Optional)

Please share any additional comments about your interactions with Emergency Management. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Environmental Health and Safety (Safety and Risk Services)

Please tell us about your interactions with Environmental Health and Safety. Environmental Health and Safety includes:

- Research safety
- Environmental compliance
- Building sciences (e.g., lead and asbestos abatement, interior air quality evaluation)
- Occupational health and safety
- Hazardous materials (e.g., pick up and disposal)

How long have you interacted with Environmental Health and Safety?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Environmental Health and Safety?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Environmental Health and Safety provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Environmental Health and Safety does well. (Optional)

Please share any comments about what Environmental Health and Safety can do better. (Optional)

Please share any additional comments about your interactions with Environmental Health and Safety. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Risk Management (Safety and Risk Services)

Please tell us about your interactions with Risk Management. Risk Management includes:

- Insurance
- Injury and Property Claims
- Waivers of insurance

How long have you interacted with Risk Management?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Risk Management?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving

service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Risk Management provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Risk Management does well. (Optional)

Please share any comments about what Risk Management can do better. (Optional)

Please share any additional comments about your interactions with Risk Management. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Campus Geographic Information Systems (GIS) (Safety and Risk Services)

Please tell us about your interactions with Campus GIS. Campus GIS includes:

- Custom mapping
- Software development
- Spatial data analysis and hosting
- Project collaboration and support

How long have you interacted with Campus GIS?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Campus GIS?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Campus GIS provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Campus GIS does well. (Optional)

Please share any comments about what Campus GIS can do better. (Optional)

Please share any additional comments about your interactions with Campus GIS. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Fire Marshal's Office (Safety and Risk Services)

Please tell us about your interactions with the Fire Marshal's Office. The Fire Marshal's Office includes:

- Fire protection systems
- Special event support
- Building plan and code review
- Building inspections

How long have you interacted with the Fire Marshal's Office?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with the Fire Marshal's Office?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that the Fire Marshal's Office provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what the Fire Marshal's Office does well. (Optional)

Please share any comments about what the Fire Marshal's Office can do better. (Optional)

Please share any additional comments about your interactions with the Fire Marshal's Office. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Department of Parking and Transportation (Other)

Please tell us about your interactions with the Department of Parking and Transportation. The Department of Parking and Transportation includes:

- Management of parking permit sales, reserved parking, ADA parking
- Event parking
- Columbia Garage operations, parking lot maintenance
- Parking enforcement and citation appeals review
- Access Shuttle operations
- Transportation options (Enterprise Carshare, bike lockers and cages, LTD employee contract)
- Driver certification

How long have you interacted with the Department of Parking and Transportation?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with the Department of Parking and Transportation?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that the Department of Parking and Transportation provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what the Department of Parking and Transportation does well. (Optional)

Please share any comments about what the Department of Parking and Transportation can do better. (Optional)

Please share any additional comments about your interactions with the Department of Parking and Transportation. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Printing and Mailing Services (Other)

Please tell us about your interactions with Printing and Mailing Services. Printing and Mailing Services includes:

- Filing and bindery services (digital printing, offset printing, Campus Copy, bindery)
- Mailing Services (campus mail pick-up and delivery, bulk mail, common carrier shipping (e.g., FedEx))
- Copyright clearance
- Fleet copier program

How long have you interacted with Printing and Mailing Services?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with Printing and Mailing Services?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving

service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.

- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Printing and Mailing Services provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Printing and Mailing Services does well. (Optional)

Please share any comments about what Printing and Mailing Services can do better. (Optional)

Please share any additional comments about your interactions with Printing and Mailing Services. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Finance and Administration Shared Services (Other)

Please tell us about your interactions with Finance and Administration Shared Services. Finance and Administration Shared Services includes:

- Budget and finance
- Procurement and contracting
- Accounts payable and travel
- Warehousing and stores
- Labor contract administration
- Recruitment resources
- Staff development
- Information Technology (IT) support

For specific customer units (i.e., Campus Planning and Facilities Management, Safety and Risk Services, Police, Parking and Transportation)

How long have you interacted with Finance and Administration Shared Services?

- Less than 6 months
- 6 months to 2 years
- 3 years to 5 years
- More than 5 years

Approximately how often do you interact with Finance and Administration Shared Services?

- Once a year or less frequently
- A few times during the year
- About once a month
- A few times during each month
- About once a week
- More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that Finance and Administration Shared Services provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what Finance and Administration Shared Services does well. (Optional)

Please share any comments about what Finance and Administration Shared Services can do better. (Optional)

Please share any additional comments about your interactions with Finance and Administration Shared Services. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Office of the VPFA (Other)

Please tell us about your interactions with the Office of the VPFA. The Office of the VPFA includes:

- Leadership on and assistance with critical finance and administrative issues
- Johnson Hall building support (e.g., conference room, visitor parking, and facilities liaison)
- Executive calendar management, meeting support, triage

How long have you interacted with the Office of the VPFA?

Less than 6 months

6 months to 2 years

3 years to 5 years

More than 5 years

Approximately how often do you interact with the Office of the VPFA?

Once a year or less frequently

A few times during the year

About once a month

A few times during each month

About once a week

More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that the Office of the VPFA provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what the Office of the VPFA does well. (Optional)

Please share any comments about what the Office of the VPFA can do better. (Optional)

Please share any additional comments about your interactions with the Office of the VPFA. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

VPFA Information Technology (Other)

Please tell us about your interactions with VPFA Information Technology. VPFA Information Technology includes:

- Desktop and mobile support
- Purchase and deployment of hardware and software
- File sharing
- Exchange and active directory
- Application servers

For 25 specific customer unites including Clark Honors College, Equity and Inclusion, General Counsel, Human Resources, International Affiars, Provost and Academic Affiars, etc.

How long have you interacted with VPFA IT?

- Less than 6 months
- 6 months to 2 years
- 3 years to 5 years
- More than 5 years

Approximately how often do you interact with VPFA IT?

- Once a year or less frequently
- A few times during the year
- About once a month
- A few times during each month
- About once a week
- More than once a week

Next, we would like you to rate your level of satisfaction along five dimensions of customer service. Please look over the definitions of these different dimensions of customer service before providing your answers.

- **"Overall Customer Satisfaction"** means your level of satisfaction with the entire experience you had receiving service. It includes your overall level of satisfaction with the interactions you had with the unit, as well as your satisfaction with the end results.
- **"Technical Knowledge"** means your experience with the employees' expertise in the subject matter for which they are responsible.
- **"Communication, attitude, and professionalism"** means your experience with the employees' ability to communicate in a clear and professional manner with a demeanor that is helpful and cooperative.
- **"Timeliness"** means your interaction resulted in a decision or final outcome in a timely manner. It includes the ability of employees to meet your needs quickly and efficiently.
- **"Problem Solving"** is the employees' ability to help you find solutions that meet your needs. It includes the employees' ability to define a problem, identify and evaluate potential solutions, and deliver a result that satisfies your needs at the end of an interaction or series of related interactions.

How satisfied or dissatisfied are you with the services that VPFA IT provides to customers? Please consider your level of satisfaction with each of the five following dimensions of customer service.

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied
Overall Customer Satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication, attitude, and professionalism	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Problem Solving	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please share any comments about what VPFA IT does well. (Optional)

Please share any comments about what VPFA IT can do better. (Optional)

Please share any additional comments about your interactions with VPFA IT. (Optional)

Are there any specific employees in this unit that you would like to compliment for doing a good job?

Final Question**You're almost done! Just one last question...**

Thank you so much for taking the time to give us some feedback! Would you like to be entered to win a Nike gift card worth \$25?

Yes

No

Please provide your contact information to be entered to win a Nike gift card worth \$25.

Your contact information will not be linked to your answers to this survey. It will only be used for the purposes of the prize lottery.

Name

Email

Phone Number

You're all done! Please click >> to finish and submit your responses.

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