Customer Service Survey Results 2018-2019 [08/01/2018 - 07/31/2019]

No. of responses = 183



12.3%

3.4%

13.4%

Overall indicators Global Index 2. Please rate the level of service you received from av.=3 dev.=1.6 this office, division, or person in the following areas: Survey Results 1. Please provide your honest answers to the following: 1.1) Which office or division of the University did you contact or would like to tell us about? n=179 Academic Affairs 1.7% Admissions (12.8% Athletics T 0.6% Bookstore [] 1.7% Campus Operator 1 2.2% Career Services 1.7% Cashier [] 1.7% College Success Center 9.5% Counseling Center 0.6% Facilities [] 2.2% Faculty Member 5.6% Finance and Administration 1 2.2% Financial Aid 12.8% Food Services 3.9% Housing | 1.1% Human Resources [] 2.2% IT Help Desk 2.2% IT Department () 3.4% Jaguar Courtyard 1.1% Police Department 1.7%

Registrar's Office

Student Affairs

Other (

^{1.2)} Ho	ow did you come in contact this office, person, or division?				
	In perso	n C		46.4%	n=179 av.=2.1
	Telephon	e		23.5%	av.=2.1 dev.=1.3
	Ema	il 🗀		12.8%	
	Onlin	e 🗌		8.4%	
	Othe	er 🗌		8.9%	
1.3) Did	d you receive the assistance that you expected?				
Di		-			n=170
	Ye			51.8%	
	N-	0		48.2%	
1.6) WI	hat is your status?				
	Studer	nt [51.1%	n=174 av.=3.2
	Sta	ff 🗌		7.5%	dev.=2.9
	Facult	у		8%	
	Administrato	or 🗌		5.2%	
	Alumn	ni ()		3.4%	
	Visito	or 🗌		5.7%	
	Vendo	or 🚺		2.3%	
	Community Member	er 🗌		5.2%	
	Othe	er 💮		11.5%	
2. Pl	ease rate the level of service you received from this office, ompt	100 F	erson in the follo	Excellent	n=137 av.=3.8 dev.=1.4 ab.=5
		1	2 3 4	5	
^{2.2)} Co	purteous	5%	7% 20% 2 3 4	Excellent 49%	n=137 av.=3.9 dev.=1.3 ab.=5
2.3) Eff	ficient Exceller	50 46%	6% 10%	Poor 22%	n=136 av.=2.4 dev.=1.6 ab.=4
2.4) Inf	formation Provided Exceller	100 48%	5% 7% 6% 2 3 4	Poor 24%	n=138 av.=2.4 dev.=1.7 ab.=4
2.5) He	elpfulness	50 48%	2% 6% 8%	Poor 25%	n=138 av.=2.5 dev.=1.7 ab.=4

Profile

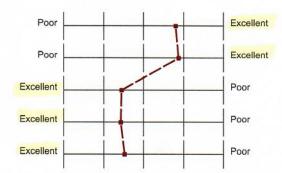
Compilation:

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Values used in the profile line: Mean

2. Please rate the level of service you received from this office, division, or person in the following areas:

- 2.1) Prompt
- 2.2) Courteous
- 2.3) Efficient
- 2.4) Information Provided
- 2.5) Helpfulness



n=137 av.=3.8 md=4.0 dev.=1.4

n=137 av.=3.9 md=4.0 dev.=1.3

n=136 av.=2.4 md=2.0 dev.=1.6

n=138 av.=2.4 md=2.0 dev.=1.7

n=138 av.=2.5 md=2.0 dev.=1.7