COMMENTS

Additional comments would be helpful, particularly for any area(s) you rated Not Very Satisfied or Not At All Satisfied. Please include them below.

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Dear Colleague,

This Customer Satisfaction Survey is being conducted for the office of the Vice Chancellor, Business Affairs. The purpose of the survey is to assess the level of service which is being provided by the campus administrative support units to the academic departments and their staffs at UCSD. When this survey is completed, an analytical summary of the findings will be prepared and submitted to the Vice Chancellor’s office. This report will serve as a basis for planning needed service improvements, as well as providing a way of evaluating the performance of campus support services.

Last year’s Customer Satisfaction Survey findings were among the most important factors in establishing priorities for administrative improvement initiatives during this fiscal year. Please help us by completing the 2002 survey so that we can continue to use your evaluations as a guide for our plans. It is only with your support and through your candid responses that this survey will be a success. Therefore, we are asking you to complete it and return it to the Business Affairs office within the next ten (10) days. In turn, your survey will be sent to an independent research group for processing and analysis.

This questionnaire will be read by an optical mark scanner. You can help assure the right information is saved by marking your questionnaire carefully. Please use a blue or black pen or #2 pencil. Make dark marks which stay inside the boxes. If you have additional comments, please include them on the back page of this booklet.

Thank you for taking a few minutes to fill out the survey. You can be sure that your responses will be taken very seriously and used to improve services from the administrative support departments at UCSD.

Sincerely,

Steven W. Relyea
Vice Chancellor, Business Affairs

Thank you for completing this year’s survey.
If you have any additional comments or suggestions, please list them on the next page.
DIRECTIONS: Please indicate your level of satisfaction with the following areas based on a scale of 5 through 1, with 5 meaning you are Extremely Satisfied and 1 meaning you are Not At All Satisfied. If an area does not apply to you, please mark the number 9 column, Not Applicable.

ADMINISTRATIVE COMPUTING (ADCOM) - If you had interaction with Administrative Computing (ADCOM) in the last 12 months, please answer the following questions. If not, please skip to the next section. (Note: Administrative Computing Services include Blink, StudentLink, FinancialLink, EmployeeLink, TravelLink, DataLink, ISIS, EIS, PPS, DARWIN, SQUEEze.)

1. Thinking of your OVERALL experience with Administrative Computing (ADCOM), how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?  
<table>
<thead>
<tr>
<th>Extremely Satisfied</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not At All Satisfied</th>
<th>Not Applicable</th>
</tr>
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<tbody>
<tr>
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</table>

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time (i.e., Help Desk)

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Effectively uses Blink to improve staff access to information and services

COMMUNICATION/BROWSER APPLICATIONS - I use the following applications:

(Choose ALL that apply.)
- Microsoft Word
- Sybase
- QuatroPro
- WordPerfect
- Oracle
- StarOffice
- Lotus 1-2-3
- Others not listed
- Microsoft Access
- Excel
- None

COMMUNICATION/ BROWSER APPLICATIONS - I use the following applications:

(Choose ALL that apply.)
- Eudora
- Netscape Mail
- Other e-mail
- cc:Mail
- Internet Explorer
- Don't know
- Microsoft Outlook
- Netscape Navigator

SYSTEM KNOWLEDGE - I would describe my working knowledge of each of these systems to be:

(Choose ALL systems that apply.)
- Blink
- StudentLink
- FinancialLink
- EmployeeLink
- TravelLink

SYSTEM SATISFACTION - I would describe my satisfaction with each of these systems to be:

(Choose ALL systems that apply.)
- Blink
- EmployeeLink
- FinancialLink
- PPS (Payroll Personnel System)
- StudentLink
- TravelLink

I personally feel that the ease of transition from manual to automated processes at UCSD is:

(Choose ONE answer only.)
- Extremely Easy
- Very Easy
- Somewhat Easy
- Not Very Easy
- Not At All Easy

BENEFITS - If you had interaction with Benefits in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Benefits, how would you rate your satisfaction with it during the past 12 months in meeting your needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time (i.e., Help Desk)

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Effectively uses Blink to improve staff access to information and services

SOFTWARE APPLICATIONS - I use the following programs and applications:

(Choose ALL that apply.)
- Microsoft Word
- Sybase
- QuatroPro
- WordPerfect
- Oracle
- StarOffice
- Lotus 1-2-3
- Others not listed
- Microsoft Access
- Excel
- None

BLINK - If you have used Blink (the UCSD business portal) in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Blink, how would you rate your satisfaction with it over the past 12 months in meeting your needs?

2. Understands my needs and requirements

3. Communication of available information and services

4. Site layout and organization (i.e., site is clear and easy to understand)

5. Site usability (i.e., ease of navigation)

6. Ease of access to information

7. Success in finding information in a timely manner

8. Overall quality and reliability of information

9. Relevance of site content to my job responsibilities

10. Effectively uses Blink to improve staff access to information and services

SYSTEM SATISFACTION - I would describe my satisfaction with each of these systems to be:

(Choose ALL systems that apply.)
- Blink
- EmployeeLink
- FinancialLink
- PPS (Payroll Personnel System)
- StudentLink
- TravelLink

I personally feel that the ease of transition from manual to automated processes at UCSD is:

(Choose ONE answer only.)
- Extremely Easy
- Very Easy
- Somewhat Easy
- Not Very Easy
- Not At All Easy
**BACKGROUND INFORMATION**

1. Have you completed a Business Affairs Customer Satisfaction Survey in prior years?
   - Yes
   - No

2. How would you prefer to take the Business Affairs Customer Satisfaction Survey?
   - (Choose ONE answer only.)
   - Fill out the current paper survey and submit it via campus mail
   - Fill out and submit the survey electronically on a secure website

3. How likely would you be to complete this Customer Satisfaction Survey if it was ONLY available on a secure website? (Choose ONE answer only.)
   - Extremely Likely
   - Somewhat Likely
   - Neither Likely Nor Unlikely
   - Somewhat Unlikely
   - Extremely Unlikely

**DIRECTIONS:** Please answer the following questions regarding your general computer knowledge and the type of equipment/software/systems you use in your job.

**GENERAL COMPUTER KNOWLEDGE** - I would describe my level of computer expertise as:
   - (Choose ONE answer only.)
   - Expert
   - Very Proficient
   - Proficient
   - Somewhat Proficient
   - Novice/Beginner
   - Don't Know

**COMPUTER EQUIPMENT** - The types of computers I use most often are: (Choose ALL that apply.)
   - PC
   - Apple/Macintosh
   - PDA (Palm Pilot or Pocket PC)
   - Other (specify) ____________________________
   - Sun Workstation
   - Don't Know

**OPERATING SYSTEMS** - The computers I use most often have the following operating systems:
   - (Choose ALL that apply.)
   - Windows XP
   - Windows ME
   - Windows NT
   - Windows 2000
   - Windows 98
   - Mac/OS
   - Unix
   - Windows 3.1
   - DOS
   - Other (specify) ____________________________
   - Don't know

**CAMPUS BOOKSTORE** - If you have had interaction with the Campus Bookstore in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with the Campus Bookstore, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? ____________________________

Next, please rate your level of satisfaction with the Campus Bookstore in each of the following:

2. Understands my needs and requirements ---------------------------------------------
3. Accessible to customers (via phone, voice mail, e-mail, etc.) ------------------------
4. Easiest and convenience of ordering -------------------------------------------------
5. Variety and availability of text and supplemental materials and merchandise......
6. Quality and value for the money: ,------------------------------------------------
7. Professional and knowledgeable staff ---------------------------------------------
8. Courteous and helpful staff: ----------------------------------------------------
9. Moving in a positive direction to better meet my department’s needs: ------------

**CAMPUS CATERING** - If you have had interaction with Campus Catering in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Campus Catering, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? ____________________________

Next, please rate your level of satisfaction with Campus Catering in each of the following:

2. Understands my needs and requirements ---------------------------------------------
3. Accessible to customers (via phone, voice mail, e-mail, etc.) ------------------------
4. Responsive to requests or problems within an acceptable time ---------------------
5. Provides effective advice on event planning and menu selection--------------------
6. Quality and value for the money: --------------------------------------------------
7. Professional and knowledgeable staff ---------------------------------------------
8. Courteous and helpful staff: ----------------------------------------------------
9. Moving in a positive direction to better meet my department’s needs: ------------

**CENTRAL CASHIER** - If you have had interaction with the Central Cashier in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with the Central Cashier, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? ____________________________

Next, please rate your level of satisfaction with the Central Cashier in each of the following:

2. Understands my needs and requirements ---------------------------------------------
3. Accessible to customers (via phone, voice mail, e-mail, etc.) ------------------------
4. Convenient operating hours: --------------------------------------------------------
5. Transactions completed in an accurate and timely manner: --------------------------
6. Facilities problem resolution: ------------------------------------------------------
7. Professional and knowledgeable staff ---------------------------------------------
8. Courteous and helpful staff: ----------------------------------------------------
9. Moving in a positive direction to better meet my department’s needs: ------------
CLASSIFICATION/COMPENSATION - If you have had interaction with the Classification/Compensation function within the Human Resources Dept. in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Classification/Compensation, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

Next, please rate your level of satisfaction with Classification/Compensation in each of the following:

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Effectively uses Blink to improve staff access to information and services

DINING SERVICES - If you have had interaction with Dining Services in the last 12 months, please answer the following questions. (Note: Dining Services does not include the Price Center Food Court Operations, the Faculty Club, Grove Café, Che Café or Cups.)

1. Thinking of your OVERALL experience with Dining Services, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

Next, please rate your level of satisfaction with Dining Services in each of the following:

2. Understands my needs and requirements

3. Cleanliness of restaurants/dining facilities

4. Variety of menu offerings

5. Quality of food and beverages served

6. Speed of service provided

7. Value for the money

8. Courteous, friendly and helpful staff

9. Moving in a positive direction to better meet my department’s needs

DISBURSEMENTS - If you have had interaction with Disbursements in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Disbursements, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

Next, please rate your level of satisfaction with Disbursements in each of the following:

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department’s needs

TRANSPORTATION SERVICES - If you have had interaction with Transportation Services in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Transportation Services, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

Next, please rate your level of satisfaction with Transportation Services in each of the following:

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides timely, reliable and safe Shuttle service

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department’s needs

TRAVEL & ENTERTAINMENT - If you have had interaction with the Travel & Entertainment office in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with the Travel & Entertainment office, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

Next, please rate your level of satisfaction with the Travel & Entertainment office in each of the following:

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Effectively uses Blink to improve staff access to information and services

Effectively usestoimprovestaffaccesstoinformationandservices............

Meetingyourdepartment’sneeds?..................................................................... 

Wouldrateyoursatisfactionwithitduringthepast12months

Next,pleaserateyourlevelofsatisfactionwithTransportationServices

Meetingyourdepartment’sneeds

Wouldrateyoursatisfactionwithitduringthepast12months

Next,pleaserateyourlevelofsatisfactionwithDiningServices

Meetingyourdepartment’sneeds

Wouldrateyoursatisfactionwithitduringthepast12months

Next,pleaserateyourlevelofsatisfactionwithDisbursements

Meetingyourdepartment’sneeds

Wouldrateyoursatisfactionwithitduringthepast12months

Next,pleaserateyourlevelofsatisfactionwithClassification/Compensation

Meetingyourdepartment’sneeds

Wouldrateyoursatisfactionwithitduringthepast12months

Effectivelyusestoimprovestaffaccesstoinformationandservices
1. Thinking of your OVERALL experience with the Storehouse, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? 


Next, please rate your level of satisfaction with the Storehouse in each of the following.

2. Understand my needs and requirements ...

3. Accessible to customers (via phone, voice mail, e-mail, etc.)...

4. Easy and convenience of ordering...

5. Variety and availability of merchandise...

6. Accuracy of order fulfillment...

7. Quality and value for the money...

8. Knowledgeable, courteous and helpful staff...

9. Effectively uses Blink to improve staff access to information and services...

2. Thinking of your experience with Telecommunications (TELECOM) in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Telecommunications (TELECOM), how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? 


Next, please rate your level of satisfaction with Telecommunications (TELECOM) in each of the following.

2. Understands my needs and requirements ...

3. Accessible to customers (via phone, voice mail, e-mail, etc.)...

4. Timely receipt of status reports ...

5. Invoices and credit memos recorded in an accurate and timely manner ...

6.Facilitates problem resolution ...

7. Professional and knowledgeable staff ...

8. Courteous and helpful staff ...

9. Effectively uses Blink to improve staff access to information and services ...

3. Thinking of your OVERALL experience with Employee Relations, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? 


Next, please rate your level of satisfaction with Employee Relations in each of the following.

2. Understands my needs and requirements ...

3. Accessible to customers (via phone, voice mail, e-mail, etc.)...

4. Responsive to requests or problems within an acceptable time ...

5. Provides effective and confidential advice, support and guidance ...

6. Facilitates rehabilitation process ...

7. Professional and knowledgeable staff ...

8. Courteous and helpful staff ...

9. Effectively uses Blink to improve staff access to information and services ...

4. Thinking of your OVERALL experience with Employee Rehabilitation, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? 


Next, please rate your level of satisfaction with Employee Rehabilitation in each of the following.

2. Understands my needs and requirements ...

3. Accessible to customers (via phone, voice mail, e-mail, etc.)...

4. Responsive to requests or problems within an acceptable time ...

5. Provides effective and confidential advice, support and guidance ...

6. Facilitates rehabilitation process ...

7. Professional and knowledgeable staff ...

8. Courteous and helpful staff ...

9. Effectively uses Blink to improve staff access to information and services ...

5. Thinking of your OVERALL experience with Environment, Health and Safety (EH&S), how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? 


Next, please rate your level of satisfaction with Environment, Health and Safety (EH&S) in each of the following.

2. Understands my needs and requirements ...

3. Accessible to customers (via phone, voice mail, e-mail, etc.)...

4. Responsive to requests or problems within an acceptable time ...

5. Provides effective advice, support and training/inspection programs ...

6. Facilitates problem resolution ...

7. Professional and knowledgeable staff ...

8. Courteous and helpful staff ...

9. Moving in a positive direction to better meet my department’s needs...
**EQUAL OPPORTUNITY/STAFF AFFIRMATIVE ACTION** - If you have had interaction with Equal Opportunity/Staff Affirmative Action in the last 12 months, please answer the following questions.

If not, please skip to the next section.

1. Thinking of your OVERALL experience with Equal Opportunity/Staff Affirmative Action, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?...  

Next, please rate your level of satisfaction with Equal Opportunity/Staff Affirmative Action in each of the following:

2. Understands my needs and requirements …
3. Accessible to customers (via phone, voice mail, e-mail, etc.)…
4. Responsive to requests or problems within an acceptable time …
5. Provides effective guidance in terms of my department’s compliance with both federal and state guidelines…
6. Provides a strong and effective leadership in facilitating diversity…
7. Professional, knowledgeable, and helpful staff …
8. Effectively communicates its mission and role in supporting and fostering a diverse workforce…
9. Effectively uses Blinks to improve staff access to information and services…

**EQUIPMENT MANAGEMENT** - If you have had interaction with Equipment Management in the last 12 months, please answer the following questions.

If not, please skip to the next section.

1. Thinking of your OVERALL experience with Equipment Management, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?…

Next, please rate your level of satisfaction with Equipment Management in each of the following:

2. Understands my needs and requirements …
3. Accessible to customers (via phone, voice mail, e-mail, etc.)…
4. Responsive to requests or problems within an acceptable time …
5. Provides effective advice, support and guidance …
6. Facilitates problem resolution …
7. Professional and knowledgeable staff …
8. Courteous and helpful staff …
9. Moving in a positive direction to better meet my department’s needs …

**FACULTY & STAFF ASSISTANCE PROGRAM (FSAP)** - If you have had interaction with the Faculty & Staff Assistance Program (FSAP) in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with the Faculty & Staff Assistance Program (FSAP), how would you rate your satisfaction with it during the past 12 months in meeting your needs? …

Next, please rate your level of satisfaction with the Faculty & Staff Assistance Program (FSAP) in each of the following:

2. Understands my needs and requirements …
3. Accessible to customers (via phone, voice mail, e-mail, etc.)…
4. Responsive to requests or problems within an acceptable time …
5. Provides effective, confidential and immediate advice, support and guidance …
6. Facilitates personal (individual/family) problem assessment and assistance …
7. Professional and knowledgeable staff …
8. Courteous and helpful staff …
9. Effectively uses Blinks to improve staff access to information and services …

**SHIPPING & RECEIVING** - If you have had interaction with Shipping & Receiving in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Shipping & Receiving, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? …

Next, please rate your level of satisfaction with Shipping & Receiving in each of the following:

2. Understands my needs and requirements …
3. Accessible to customers (via phone, voice mail, e-mail, etc.)…
4. Responsive to requests or problems within an acceptable time …
5. Provides consistent and timely turnaround …
6. Facilitates problem resolution …
7. Professional and knowledgeable staff …
8. Courteous and helpful staff …
9. Moving in a positive direction to better meet my department’s needs …

**STAFF EDUCATION & DEVELOPMENT** - If you have had interaction with Staff Education & Development in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Staff Education & Development, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? …

Next, please rate your level of satisfaction with Staff Education & Development in each of the following:

2. Understands my education and development needs …
3. Accessible to customers (via phone, voice mail, e-mail, etc.)…
4. Provides effective advice, support and guidance …
5. Offers a wide array of relevant course offerings …
6. Offers convenient class schedule …
7. Provides quality instruction …
8. Professional and knowledgeable staff …
9. Effectively uses Blinks to improve staff access to information and services …

**STAFF EMPLOYMENT** - If you have had interaction with the Staff Employment function in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Staff Employment, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? …

Next, please rate your level of satisfaction with Staff Employment in each of the following:

2. Understands my needs and requirements …
3. Accessible to customers (via phone, voice mail, e-mail, etc.)…
4. Responsive to requests or problems within an acceptable time …
5. Provides effective advice, support and guidance …
6. Facilitates recruitment and referral of qualified applicants …
7. Professional and knowledgeable staff …
8. Courteous and helpful staff …
9. Effectively uses Blinks to improve staff access to information and services …
1. Thinking of your OVERALL experience with Police/Public Safety, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my safety and security needs

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department's security needs

Next, please rate your level of satisfaction with Police/Public Safety in each of the following:

- Accessibletocustomers(viaphone,voicemail,e-mail,etc.).................................
- Responsive torequestsorproblemswithinanacceptabletime..........................
- Provides effectiveadvice,support,andguidance............................................
- Facilitates problem resolution ....................................................................
- Professional and knowledgeable staff.....................................................
- Courteous and helpful staff........................................................................
- Moving in a positive direction to better meet my department's security needs....

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1. Thinking of your experience with Risk Management, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support, guidance and training

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Risk Management in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Responsive to requests or problems within an acceptable time
- Provides effective advice, support, guidance and training
- Facilitates problem resolution
- Professional and knowledgeable staff
- Courteous and helpful staff
- Moving in a positive direction to better meet my department's needs

---

1. Thinking of your experience with General Accounting, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with General Accounting in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Responsive to requests or problems within an acceptable time
- Provides effective advice, support and guidance
- Facilitates problem resolution
- Professional and knowledgeable staff
- Courteous and helpful staff
- Moving in a positive direction to better meet my department's needs

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1. Thinking of your experience with Imprints-Campus Copier Services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Knowledgeable, helpful and courteous help desk staff

5. Ease and convenience of ordering

6. Timely response to service requests

7. Knowledgeable, helpful and courteous equipment repair staff

8. Reliable department copier

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Imprints-Campus Copier Services in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Knowledgeable, helpful and courteous help desk staff
- Ease and convenience of ordering
- Timely response to service requests
- Knowledgeable, helpful and courteous equipment repair staff
- Reliable department copier
- Moving in a positive direction to better meet my department's needs

---

1. Thinking of your experience with Imprints-Print & Copy Centers, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Knowledgeable, helpful and courteous staff

5. Quality of print and copy work

6. Work completed in a timely manner

7. Operating hours that are convenient

8. Value for the money

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Imprints-Print & Copy Centers in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Knowledgeable, helpful and courteous staff
- Quality of print and copy work
- Work completed in a timely manner
- Operating hours that are convenient
- Value for the money
- Moving in a positive direction to better meet my department's needs

---

1. Thinking of your OVERALL experience with Purchasing, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Purchasing in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Responsive to requests or problems within an acceptable time
- Provides effective advice, support and guidance
- Facilitates problem resolution
- Professional and knowledgeable staff
- Courteous and helpful staff
- Moving in a positive direction to better meet my department's needs

---

1. Thinking of your OVERALL experience with General Accounting, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with General Accounting in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Responsive to requests or problems within an acceptable time
- Provides effective advice, support and guidance
- Facilitates problem resolution
- Professional and knowledgeable staff
- Courteous and helpful staff
- Moving in a positive direction to better meet my department's needs

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1. Thinking of your OVERALL experience with Imprints-Campus Copier Services, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Knowledgeable, helpful and courteous help desk staff

5. Ease and convenience of ordering

6. Timely response to service requests

7. Knowledgeable, helpful and courteous equipment repair staff

8. Reliable department copier

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Imprints-Campus Copier Services in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Knowledgeable, helpful and courteous help desk staff
- Ease and convenience of ordering
- Timely response to service requests
- Knowledgeable, helpful and courteous equipment repair staff
- Reliable department copier
- Moving in a positive direction to better meet my department's needs

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1. Thinking of your OVERALL experience with Imprints-Print & Copy Centers, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Knowledgeable, helpful and courteous staff

5. Quality of print and copy work

6. Work completed in a timely manner

7. Operating hours that are convenient

8. Value for the money

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Imprints-Print & Copy Centers in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Knowledgeable, helpful and courteous staff
- Quality of print and copy work
- Work completed in a timely manner
- Operating hours that are convenient
- Value for the money
- Moving in a positive direction to better meet my department's needs

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1. Thinking of your OVERALL experience with Purchasing, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

2. Understands my needs and requirements

3. Accessible to customers (via phone, voice mail, e-mail, etc.)

4. Responsive to requests or problems within an acceptable time

5. Provides effective advice, support and guidance

6. Facilitates problem resolution

7. Professional and knowledgeable staff

8. Courteous and helpful staff

9. Moving in a positive direction to better meet my department's needs

Next, please rate your level of satisfaction with Purchasing in each of the following:

- Understands my needs and requirements
- Accessible to customers (via phone, voice mail, e-mail, etc.)
- Responsive to requests or problems within an acceptable time
- Provides effective advice, support and guidance
- Facilitates problem resolution
- Professional and knowledgeable staff
- Courteous and helpful staff
- Moving in a positive direction to better meet my department's needs
MAIL SERVICES - If you have had interaction with Mail Services in the past 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Mail Services, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? .................................................................

2. Understands my needs and requirements ............................................................
3. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
4. Responsive to requests or problems within an acceptable time ...........................
5. Provides consistent and effective advice, support and guidance...........................
6. Facilitates problem resolution .............................................................................
7. Professional and knowledgeable staff ...................................................................
8. Courteous and helpful staff ................................................................................
9. Effectively uses Blink to improve staff access to information and services...........

Next, please rate your level of satisfaction with Mail Services in each of the following:

1. Accuracy and reliability of mail delivery ...........................................................
2. Clear and accurate billing for services rendered ................................................
3. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
4. Responsive to requests or problems within an acceptable time ...........................
5. Provides consistent and effective advice, support and guidance...........................
6. Facilitates problem resolution .............................................................................
7. Professional and knowledgeable staff ...................................................................
8. Courteous and helpful staff ................................................................................
9. Moving in a positive direction to better meet my department’s needs .................

LABOR RELATIONS - If you have had interaction with Labor Relations, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? .................................................................

Next, please rate your level of satisfaction with Labor Relations in each of the following:

1. Understands my needs and requirements ............................................................
2. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
3. Responsive to requests or problems within an acceptable time ...........................
4. Provides consistent and effective advice, support and guidance...........................
5. Facilitates problem resolution .............................................................................
6. Professional and knowledgeable staff ...................................................................
7. Courteous and helpful staff ................................................................................
8. Moving in a positive direction to better meet my department’s needs .................

Next, please rate your level of satisfaction with Labor Relations in each of the following:

1. Understanding of needs and requirements .........................................................
2. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
3. Responsive to requests or problems within an acceptable time ...........................
4. Provides consistent and effective advice, support and guidance...........................
5. Facilitates problem resolution .............................................................................
6. Professional and knowledgeable staff ...................................................................
7. Courteous and helpful staff ................................................................................
8. Moving in a positive direction to better meet my department’s needs .................

Office of Post Award Financial Services (formerly Extramural Funds Accounting) - If you have had interaction with the Office of Post Award Financial Services in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with the Office of Post Award Financial Services, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? .................................................................

2. Understands my needs and requirements ............................................................
3. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
4. Responsive to requests or problems within an acceptable time ...........................
5. Provides effective advice, support and guidance ................................................
6. Facilitates problem resolution .............................................................................
7. Professional and knowledgeable staff ...................................................................
8. Courteous and helpful staff ................................................................................
9. Moving in a positive direction to better meet my department’s needs .................

Next, please rate your level of satisfaction with the Office of Post Award Financial Services in each of the following:

1. Understanding of needs and requirements .........................................................
2. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
3. Responsive to requests or problems within an acceptable time ...........................
4. Provides effective advice, support and guidance ................................................
5. Facilitates problem resolution .............................................................................
6. Professional and knowledgeable staff ...................................................................
7. Courteous and helpful staff ................................................................................
8. Moving in a positive direction to better meet my department’s needs .................

PHYSICAL PLANT - If you have had interaction with Physical Plant in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Physical Plant, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? .................................................................

2. Understands my needs and requirements ............................................................
3. Accessible to customers (Trouble Desk via phone, voice mail, e-mail, etc.)...........
4. Responsive to requests or problems within an acceptable time ...........................
5. Quality of Custodial Services .............................................................................
6. Quality of Building Maintenance and Repair Services .......................................
7. Quality of Grounds Services .............................................................................
8. Quality of Physical Plant Fleet Services ............................................................
9. Courteous and helpful staff ................................................................................

Next, please rate your level of satisfaction with Physical Plant in each of the following:

1. Understanding of needs and requirements .........................................................
2. Accessible to customers (Trouble Desk via phone, voice mail, e-mail, etc.)...........
3. Responsive to requests or problems within an acceptable time ...........................
4. Quality of Custodial Services .............................................................................
5. Quality of Building Maintenance and Repair Services .......................................
6. Quality of Grounds Services .............................................................................
7. Quality of Physical Plant Fleet Services ............................................................
8. Courteous and helpful staff ................................................................................
9. Moving in a positive direction to better meet my department’s needs .................

Next, please rate your level of satisfaction with Physical Plant in each of the following:

1. Understanding of needs and requirements .........................................................
2. Accessible to customers (Trouble Desk via phone, voice mail, e-mail, etc.)...........
3. Responsive to requests or problems within an acceptable time ...........................
4. Quality of Custodial Services .............................................................................
5. Quality of Building Maintenance and Repair Services .......................................
6. Quality of Grounds Services .............................................................................
7. Quality of Physical Plant Fleet Services ............................................................
8. Courteous and helpful staff ................................................................................
9. Moving in a positive direction to better meet my department’s needs .................

PAYROLL - If you have had interaction with Payroll in the last 12 months, please answer the following questions. If not, please skip to the next section.

1. Thinking of your OVERALL experience with Payroll, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs? .................................................................

2. Understands my needs and requirements ............................................................
3. Accessible to customers (via phone, voice mail, e-mail, etc.).................................
4. Communication of parking rules and regulations ...............................................