

2010-2011 Fiscal Affairs Effectiveness Evaluation

Count and Percent

	Count	Percent
1. Over the past six months, have you contacted the comptroller's office for any service, assistance or information?		
Yes	51	64.56 %
No (Skip to Question 6)	28	35.44 %
Total Responses	79	100 %
2. Which of the following do you belong?		
(Not Answered)	24	30.38 %
Administration	12	15.19 %
Faculty	16	20.25 %
Staff	27	34.18 %
Total Responses	79	100 %
3. About how long did it take the Comptroller's office to respond to your request?		
(Not Answered)	29	36.71 %
Immediately	12	15.19 %
In one hour or less	16	20.25 %
Two to four hours	5	6.33 %
One day	7	8.86 %
Several days	6	7.59 %
Several weeks	3	3.80 %
I did not receive a response.	1	1.27 %
Total Responses	79	100 %
4. Did the time required to complete your request meet your needs?		
(Not Answered)	30	37.97 %
My request was completed faster than I required.	21	26.58 %
My request took longer to complete than I required.	10	12.66 %
I really had no specific time requirements.	18	22.78 %
Total Responses	79	100 %

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5. How satisfied were you with the service you received?		
(Not Answered)	27	34.18 %
Very satisfied	21	26.58 %
Satisfied	23	29.11 %
Neither satisfied nor dissatisfied	4	5.06 %
Very dissatisfied	2	2.53 %
Dissatisfied	2	2.53 %
Total Responses	79	100 %
6a. How often do you use the Bookstore?		
(Not Answered)	1	1.27 %
Use Frequently	6	7.59 %
Use Often	8	10.13 %
Use Occasionally	56	70.89 %
Never Use	8	10.13 %
Total Responses	79	100 %
6b. How often do you use the Cafeteria (Food Services)?		
(Not Answered)	1	1.27 %
Use Frequently	15	18.99 %
Use Often	17	21.52 %
Use Occasionally	34	43.04 %
Never Use	12	15.19 %
Total Responses	79	100 %
6c. How often do you use Payroll/Human Resources?		
(Not Answered)	2	2.53 %
Use Frequently	25	31.65 %
Use Often	23	29.11 %
Use Occasionally	28	35.44 %
Never Use	1	1.27 %
Total Responses	79	100 %

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	Count	Percent
6d. How often do you use Plant Operations/Maintenance?		
(Not Answered)	1	1.27 %
Use Frequently	22	27.85 %
Use Often	17	21.52 %
Use Occasionally	33	41.77 %
Never Use	6	7.59 %
Total Responses	79	100 %
6e. How often do you use Public Safety/Security/Parking?		
(Not Answered)	1	1.27 %
Use Frequently	19	24.05 %
Use Often	18	22.78 %
Use Occasionally	39	49.37 %
Never Use	2	2.53 %
Total Responses	79	100 %
6f. How often do you use Purchasing/Central Receiving/Postal Operations?		
(Not Answered)	1	1.27 %
Use Frequently	17	21.52 %
Use Often	14	17.72 %
Use Occasionally	33	41.77 %
Never Use	14	17.72 %
Total Responses	79	100 %
7a. How useful or beneficial has the Bookstore been to you?		
(Not Answered)	3	3.80 %
Always Useful	33	41.77 %
Often Useful	20	25.32 %
Occasionally Useful	20	25.32 %
Never Useful	3	3.80 %
Total Responses	79	100 %

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	Count	Percent
7b. How useful or beneficial has the Cafeteria (Food Services) been to you?		
(Not Answered)	6	7.59 %
Always Useful	34	43.04 %
Often Useful	22	27.85 %
Occasionally Useful	13	16.46 %
Never Useful	4	5.06 %
Total Responses	79	100 %

7c. How useful or beneficial has Payroll/Human Resources been to you?		
(Not Answered)	1	1.27 %
Always Useful	47	59.49 %
Often Useful	21	26.58 %
Occasionally Useful	10	12.66 %
Total Responses	79	100 %

7d. How useful or beneficial has Plant Operations/Maintenance been to you?		
(Not Answered)	3	3.80 %
Always Useful	37	46.84 %
Often Useful	20	25.32 %
Occasionally Useful	17	21.52 %
Never Useful	2	2.53 %
Total Responses	79	100 %

7e. How useful or beneficial has Public Safety/Security/Parking been to you?		
(Not Answered)	3	3.80 %
Always Useful	42	53.16 %
Often Useful	17	21.52 %
Occasionally Useful	16	20.25 %
Never Useful	1	1.27 %
Total Responses	79	100 %

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	Count	Percent
7f. How useful or beneficial has Purchasing/Central Receiving/Postal Operations been to you?		
(Not Answered)	7	8.86 %
Always Useful	38	48.10 %
Often Useful	19	24.05 %
Occasionally Useful	9	11.39 %
Never Useful	6	7.59 %
Total Responses	79	100 %
8a. In general, how would you rate your level of satisfaction with the Bookstore?		
(Not Answered)	1	1.27 %
Very Satisfied	21	26.58 %
Satisfied	37	46.84 %
Very Dissatisfied	3	3.80 %
Dissatisfied	9	11.39 %
Didn't Use	8	10.13 %
Total Responses	79	100 %
8b. In general, how would you rate your level of satisfaction with the Cafeteria (Food Services)?		
(Not Answered)	3	3.80 %
Very Satisfied	21	26.58 %
Satisfied	37	46.84 %
Very Dissatisfied	2	2.53 %
Dissatisfied	9	11.39 %
Didn't Use	7	8.86 %
Total Responses	79	100 %
8c. In general, how would you rate your level of satisfaction with Payroll/Human Resources?		
(Not Answered)	1	1.27 %
Very Satisfied	33	41.77 %
Satisfied	42	53.16 %
Dissatisfied	3	3.80 %
Total Responses	79	100 %

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	Count	Percent
8d. In general, how would you rate your level of satisfaction with Plant Operations/Maintenance?		
(Not Answered)	1	1.27 %
Very Satisfied	25	31.65 %
Satisfied	35	44.30 %
Very Dissatisfied	3	3.80 %
Dissatisfied	13	16.46 %
Didn't Use	2	2.53 %
Total Responses	79	100 %

8e. In general, how would you rate your level of satisfaction with Public Safety/Security/Parking?

Very Satisfied	35	44.30 %
Satisfied	31	39.24 %
Very Dissatisfied	2	2.53 %
Dissatisfied	10	12.66 %
Didn't Use	1	1.27 %
Total Responses	79	100 %

8f. In general, how would you rate your level of satisfaction with Purchasing/Central Receiving/Postal Operations?

(Not Answered)	2	2.53 %
Very Satisfied	24	30.38 %
Satisfied	39	49.37 %
Very Dissatisfied	3	3.80 %
Dissatisfied	3	3.80 %
Didn't Use	8	10.13 %
Total Responses	79	100 %