	(	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 %
(Not Answered)		29 12	36.71 % 15.19 %
(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 me	et 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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		Count	Percent
5. How satisfied were you with the service you rece	ived?		
(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 December	70	400.0/
	Total Responses	79	100 %
6b. How often do you use the Cafeteria (Food Servi		79	100 %
6b. How often do you use the Cafeteria (Food Service (Not Answered)		7 <b>9</b> 1	100 % 1.27 %
(Not Answered)		1	1.27 %
(Not Answered) Use Frequently		1 15	1.27 % 18.99 %
(Not Answered) Use Frequently Use Often		1 15 17	1.27 % 18.99 % 21.52 %
(Not Answered) Use Frequently Use Often Use Occasionally		1 15 17 34	1.27 % 18.99 % 21.52 % 43.04 %
(Not Answered) Use Frequently Use Often Use Occasionally Never Use	Total Responses	1 15 17 34 12	1.27 % 18.99 % 21.52 % 43.04 % 15.19 %
(Not Answered) Use Frequently Use Often Use Occasionally	Total Responses	1 15 17 34 12	1.27 % 18.99 % 21.52 % 43.04 % 15.19 %
(Not Answered) Use Frequently Use Often Use Occasionally Never Use  6c. How often do you use Payroll/Human Resources	Total Responses	1 15 17 34 12 <b>79</b>	1.27 % 18.99 % 21.52 % 43.04 % 15.19 %
(Not Answered) Use Frequently Use Often Use Occasionally Never Use  6c. How often do you use Payroll/Human Resources (Not Answered)	Total Responses	1 15 17 34 12 <b>79</b>	1.27 % 18.99 % 21.52 % 43.04 % 15.19 % 100 %
(Not Answered) Use Frequently Use Often Use Occasionally Never Use  6c. How often do you use Payroll/Human Resources (Not Answered) Use Frequently	Total Responses	1 15 17 34 12 <b>79</b>	1.27 % 18.99 % 21.52 % 43.04 % 15.19 %  100 %  2.53 % 31.65 %
(Not Answered) Use Frequently Use Often Use Occasionally Never Use  6c. How often do you use Payroll/Human Resources (Not Answered) Use Frequently Use Often	Total Responses	1 15 17 34 12 <b>79</b> 2 25 23	1.27 % 18.99 % 21.52 % 43.04 % 15.19 %  100 %  2.53 % 31.65 % 29.11 %

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	Co	ount	Percent
6d. How often do you use Plant Operation	ns/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 %
Se. How often do you use Public Safety/S	Security/Parking?		
(Not Answered)		1	1.27 %
Use Frequently		19	24.05 %
Use Often		18	22.78 %
Use Occasionally		39	49.37 %
		2	2.53 %
Never Use		_	2.00 /0
Never Use	Total Responses	79	100 %
		79	
		79	
6f. How often do you use Purchasing/Cer		79 ?	100 %
6f. How often do you use Purchasing/Cer (Not Answered)		<b>79</b> ?	<b>100</b> %
6f. How often do you use Purchasing/Cer (Not Answered) Use Frequently		79 ? 1 17	100 % 1.27 % 21.52 %
Sf. How often do you use Purchasing/Cer (Not Answered) Use Frequently Use Often		79 ? 1 17 14	1.27 % 21.52 % 17.72 %
6f. How often do you use Purchasing/Cer (Not Answered) Use Frequently Use Often Use Occasionally		79 ? 1 17 14 33	1.27 % 21.52 % 17.72 % 41.77 %
6f. How often do you use Purchasing/Cer (Not Answered) Use Frequently Use Often Use Occasionally	ntral Receiving/Postal Operations?	79  1 17 14 33 14	1.27 % 21.52 % 17.72 % 41.77 % 17.72 %
6f. How often do you use Purchasing/Cer  (Not Answered)  Use Frequently  Use Often  Use Occasionally  Never Use	ntral Receiving/Postal Operations?	79  1 17 14 33 14	1.27 % 21.52 % 17.72 % 41.77 % 17.72 %
6f. How often do you use Purchasing/Cer (Not Answered) Use Frequently Use Often Use Occasionally Never Use	ntral Receiving/Postal Operations?	79  1 17 14 33 14  79	100 %  1.27 %  21.52 %  17.72 %  41.77 %  17.72 %
6f. How often do you use Purchasing/Cer  (Not Answered)  Use Frequently  Use Often  Use Occasionally  Never Use  7a. How useful or beneficial has the Bool  (Not Answered)	ntral Receiving/Postal Operations?	79 1 17 14 33 14 79	100 %  1.27 %  21.52 %  17.72 %  41.77 %  17.72 %  100 %
6f. How often do you use Purchasing/Cer  (Not Answered) Use Frequently Use Often Use Occasionally Never Use  7a. How useful or beneficial has the Bool  (Not Answered) Always Useful	ntral Receiving/Postal Operations?	79 1 17 14 33 14 79	100 %  1.27 %  21.52 %  17.72 %  41.77 %  100 %  3.80 %  41.77 %
6f. How often do you use Purchasing/Cer  (Not Answered) Use Frequently Use Often Use Occasionally Never Use  7a. How useful or beneficial has the Bool (Not Answered) Always Useful Often Useful	ntral Receiving/Postal Operations?	79 1 17 14 33 14 79 3 33 20	100 %  1.27 %  21.52 %  17.72 %  41.77 %  17.72 %  100 %  3.80 %  41.77 %  25.32 %

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Not Answered   6   7.59 %   Always Useful   34   43.04 %   43.04 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   6   7.59 %   7   7   7   7   7   7   7   7   7		Cou	nt	Percent
Always Useful 34 43.04 % Often Useful 22 27.85 % Occasionally Useful 13 16.46 % Never Useful 4 5.06 % Total Responses 79 100 % Total Responses 79	b. How useful or beneficial has the Cafeteria (Food Services)	been to you?		
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 %           Otten 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 %         0 </td <td>(Not Answered)</td> <td>(</td> <td>6</td> <td>7.59 %</td>	(Not Answered)	(	6	7.59 %
Never Useful   13   16.46 %   Never Useful   4   5.06 %	Always Useful	3-	4	43.04 %
Never Useful   4   5.06 %	Often Useful	2:	2	27.85 %
Total Responses   79   100 %	Occasionally Useful	1:	3	16.46 %
(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 %	Never Useful		4	5.06 %
(Not Answered)       1       1.27 %         Always Useful       47       59.49 %         Often Useful       21       26.58 %         Occasionally Useful       10       12.66 %         Total Responses       79       100 %         (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 R	esponses	79	100 %
Always 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 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 17 21.52 % Occasionally Useful 16 20.25 % Never Useful 1 1.27 %	c. How useful or beneficial has Payroll/Human Resources be	en to you?		
Often Useful Occasionally Useful       21       26.58 %         Total Responses       79       100 %         7d. How useful or beneficial has Plant Operations/Maintenance been to you?       3       3.80 %         (Not Answered)       37       46.84 %         Always 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?       3       3.80 %         Always Useful       42       53.16 %         Often Useful       17       21.52 %         Occasionally Useful       16       20.25 %         Never Useful       1       1.27 %	(Not Answered)		1	1.27 %
Total Responses   79   100 %	Always Useful	4	7	59.49 %
Total Responses   79   100 %	Often Useful	2	1	26.58 %
Not Answered   3   3.80 %	Occasionally Useful	1	0	12.66 %
(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 R	esponses 7	79	100 %
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 %	d. How useful or beneficial has Plant Operations/Maintenanc	e been to you?		
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 %	(Not Answered)	:	3	3.80 %
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?         3         3.80 %           (Not Answered)         3         3.80 %         42         53.16 %           Always Useful         42         53.16 %         6         20.25 %           Occasionally Useful         16         20.25 %         1.27 %           Never Useful         1         1.27 %	Always Useful	3	7	46.84 %
Never Useful   2   2.53 %	Often Useful	2	0	25.32 %
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 %	Occasionally Useful	1	7	21.52 %
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 %	Never Useful		2	2.53 %
(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 R	esponses	79	100 %
Always Useful       42       53.16 %         Often Useful       17       21.52 %         Occasionally Useful       16       20.25 %         Never Useful       1       1.27 %	e. How useful or beneficial has Public Safety/Security/Parkin	g been to you?		
Often Useful       17       21.52 %         Occasionally Useful       16       20.25 %         Never Useful       1       1.27 %	(Not Answered)	;	3	3.80 %
Occasionally Useful         16         20.25 %           Never Useful         1         1.27 %	Always Useful	4	2	53.16 %
Never Useful 1 1.27 %	Often Useful	1	7	21.52 %
	Occasionally Useful	1	6	20.25 %
Total Responses 79 100 %	Never Useful		1	1.27 %
	Total R	esponses	79	100 %

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	Co	unt	Percent
7f. How useful or beneficial has Purchas	ing/Central Receiving/Postal Opera	itions b	een 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 %
ı. In general, how would you rate your l	evel of satisfaction with the Books	tore?	
(Not Answered)		1	1.27 %
Very Satisfied		21	26.58 %
Satisfied		37	46.84 %
Very Dissatisfied		3	3.80 %
Disastisfied		9	11.39 %
Dissatisfied			
Didn't Use		8	10.13 %
		8 <b>79</b>	10.13 % <b>100</b> %
Didn't Use	•	79	100 %
Didn't Use	•	79	100 %
Didn't Use Bb. In general, how would you rate your	level of satisfaction with the Cafete	79 ria (Fo	100 %
Didn't Use  Sb. In general, how would you rate your I  (Not Answered)	level of satisfaction with the Cafete	<b>79</b> ria (Foo	100 % od Services)?
Didn't Use  b. In general, how would you rate your I  (Not Answered)  Very Satisfied	level of satisfaction with the Cafete	79 ria (Foo 3 21	100 % od Services)? 3.80 % 26.58 %
b. In general, how would you rate your le (Not Answered) Very Satisfied Satisfied	level of satisfaction with the Cafete	79 ria (Foo 3 21 37	100 % od Services)? 3.80 % 26.58 % 46.84 %
b. In general, how would you rate your leads (Not Answered) Very Satisfied Satisfied Very Dissatisfied	level of satisfaction with the Cafete	79 3 21 37 2	100 % od Services)? 3.80 % 26.58 % 46.84 % 2.53 %
Didn't Use  8b. In general, how would you rate your I  (Not Answered)  Very Satisfied  Satisfied  Very Dissatisfied  Dissatisfied	level of satisfaction with the Cafete	79 3 21 37 2 9	3.80 % 26.58 % 46.84 % 2.53 % 11.39 %
Didn't Use  Bb. In general, how would you rate your I  (Not Answered)  Very Satisfied  Satisfied  Very Dissatisfied  Dissatisfied	level of satisfaction with the Cafete	79 3 21 37 2 9 7	100 % od Services)? 3.80 % 26.58 % 46.84 % 2.53 % 11.39 % 8.86 %
Didn't Use  8b. In general, how would you rate your I  (Not Answered)  Very Satisfied  Satisfied  Very Dissatisfied  Dissatisfied  Didn't Use	level of satisfaction with the Cafete	79 3 21 37 2 9 7	100 % od Services)? 3.80 % 26.58 % 46.84 % 2.53 % 11.39 % 8.86 %
Didn't Use  Bb. In general, how would you rate your I  (Not Answered)  Very Satisfied  Satisfied  Very Dissatisfied  Dissatisfied  Didn't Use  Bc. In general, how would you rate your I	Total Responses	79 3 21 37 2 9 7 79	100 % od Services)? 3.80 % 26.58 % 46.84 % 2.53 % 11.39 % 8.86 % 100 % esources?
Didn't Use  Bb. In general, how would you rate your In (Not Answered)  Very Satisfied  Satisfied  Very Dissatisfied  Dissatisfied  Didn't Use  Bc. In general, how would you rate your In (Not Answered)	Total Responses	79 3 21 37 2 9 7 79	100 % od Services)? 3.80 % 26.58 % 46.84 % 2.53 % 11.39 % 8.86 %  100 % esources? 1.27 %
Bb. In general, how would you rate your I  (Not Answered)  Very Satisfied  Satisfied  Very Dissatisfied  Dissatisfied  Didn't Use  Sc. In general, how would you rate your I  (Not Answered)  Very Satisfied	Total Responses	79 3 21 37 2 9 7 79 1man R 1 33	100 % od Services)? 3.80 % 26.58 % 46.84 % 2.53 % 11.39 % 8.86 % 100 % esources? 1.27 % 41.77 %

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	Count	Percent
8d. In general, how would you rate your level of satisfaction with Plant 0	Operations	s/Maintenanc
(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 %
Se. In general, how would you rate your level of satisfaction with Public  Very Satisfied	35	44.30 %
Very Satisfied Satisfied	35 31	44.30 % 39.24 %
Very Dissatisfied	2	2.53 %
Dissatisfied	10	12.66 %
Didn't Use	10	1.27 %
Total Responses		100 %
If. In general, how would you rate your level of satisfaction with Purcha	_	_
(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 %

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