

Business Affairs Customer Satisfaction Survey 2010 Summary

Final 9/28/2010

The 2010 Customer Satisfaction Survey was the fifth consolidated Business Affairs customer survey. These surveys have been conducted every other year since 2002.

1,592 customers were targeted to receive the 2010 survey between May 12 and June 15. Questionnaires were distributed electronically using the SNAP software tool to listservs for UPS, Tcard, Pcard and OfficeMax. 231 recipients responded, providing a 14.5% response rate. In 2008, 495 questionnaires were distributed electronically yielding 112 responses, a 22.6% response rate. A larger survey population was used in 2010, yielding a lower response rate, but a broader customer response base to improve validity.

Demographics of the 2010 respondents indicate that 12.8% were faculty, 82.1% staff, and 4.7% students. Of the employees, 27.4% were classified, 33.8% non-classified, and 38.8% of undeclared status. In 2008, 5.5% of respondents were faculty, 87.2% were staff, .9% were students, 5.5% were staff/student, and .9% were faculty/staff. Of the employees in the 2010 survey, 44.6% were classified, 25.9% non-classified, and 29.5% of undeclared status.

The Snap survey tool was set up to allow respondents the option of not answering every question. Respondents were allowed to bypass questions by submitting a null response. This survey approach accounts for the "range" of respondents indicated within each area.

In attempts to improve the survey, and to maintain relevance, some questions asked on previous surveys were modified or omitted. Where deemed appropriate, responses to the modified questions were used for comparison with previous versions in the 2010 survey. Some areas did not have an "overall" question to use in the response summary. In these instances, an average of the response scores for the area was used to approximate an "overall" score.

As in the 2008 survey, the 2010 survey offered statements to which customers could agree or disagree. The rating scale was as follows:

5=Strongly Agree, 4=Agree, 3=Neutral, 2=Disagree, 1=Strongly Disagree

Business Affairs Units Overall

	<u>2010</u>	<u>Standard Deviation</u>	<u># of respondents</u>	<u>2008</u>	<u>Standard Deviation</u>	<u># of respondents</u>
Procurement	4.17	0.779	110	3.97	0.999	94
Accounts Payable	4.23	0.662	109	4.07	0.900	82
Travel	4.47	0.780	103	4.53	0.710	88
Tcard	4.55		96			
Surplus property	3.85	1.089	92	3.98	0.981	54
Pcard	4.26		182	4.62		71
Office Supply Contrat (OfficeMax)	3.93		81	**4.27		63
VWR	4.37	0.817	43	4.43	0.646	14
Gas Cylinder	4.40	0.760	43	4.33	0.778	12
Risk Mgmt./Insurance	4.06	1.136	35	4.25	0.794	24
Workers' Compensation	3.58	0.942	134	4.00	1.080	13
Cellular Phone Service	4.01		90			
Telephone Services	4.26	0.901	134	4.21	0.823	87
Bookstore				4.01		75
Main Store	3.77		131	3.73	0.808	70
Razorback Shop	"		"	4.13	0.806	61
Parking Spot	4.11		23	3.71	0.979	49
Computer Store	4.06	0.905	125	4.10	0.813	68
PMC Solutions - Print	3.95		127	4.05	0.918	79
PMC Solutions - DCOP	4.02	0.871	82	4.22	0.825	60
PMC Solutions - Mail	4.19	0.833	106	3.95	0.913	62
PMC Solutions - P.O.	4.38	0.709	93	4.20	0.782	50
Transit	4.02	0.685	52	4.12	0.600	17
Parking	3.35	1.207	142	3.08	1.163	76
Website	3.75		79	3.67		92
AVCB Overall	* 4.08		231	4.05	0.755	111

* Average of all scores

** Staples

Business Affairs Customer Satisfaction Survey 2010

Detail by Department

The following ratings were used to measure the results of the survey:

5 = Strongly Agree; 4 = Agree; 3 = Neutral; 2 = Disagree; 1 = Strongly Disagree

Business Services

Procurement

(90 to 110 Respondents)

	2010	2008	2006	2004
1. The Procurement staff are easily accessible.		3.84	3.83	3.90
2. The Procurement staff are knowledgeable regarding all aspects of their job.		4.08	3.61	4.29
3. I am served promptly and courteously by accessible and knowledgeable people.	4.25			
4. Procurement business is conducted in a timely manner.	4.08	3.85	3.72	3.86
5. The training provided by the Procurement staff is helpful.	4.08			
6. Procurement policies and procedures are well documented.	3.95			
7. The services provided are better this year than last year.	3.63	3.36	2.93	3.22
8. I am satisfied with the overall service provided by Procurement.	4.17	3.97	3.90	3.94

Comments provided verbatim:

Ellen is my buyer and she is so helpful and patient!

I wish the buyers would be more active in helping other buyers out when they are not in the office-especially for an extended time. It seems that when my buyer is out of the office, I have to call another buyer to review my requisitions I have out there. I get the impression it is not an automatic thing to cover each other when they are out of the office.

I would say that services this year as compared to last year are equal.

Information sharing sessions need to take place to educate the campus on your department's operational procedures and expectations.

Invoices were not always paid in a timely manner and vendors contacted me to see about payment.

Our secretary actually handles what we get through procurement. I am the last person in the link, but all seems to have gone well as far as I know!

Policies and procedures are not always clear which makes it difficult. However, The polite and courteous staff in Procurement are very helpful and readily provide the needed information. Karen Walls and Whitney Smith are especially knowledgeable, prompt, helpful, and resolve issues quickly. Thank you to all the staff in Procurement.

Referral to the website is over used. Sometimes it would be nice to just get an answer to a question.

Support and services have always been exceptional from this group, even when FMD has veered off the SOP, as unfortunately some times happens.

The service and helpfulness keeps getting better and more efficient.

Things are better, but a LOT of work still needs to done.

This department is getting better, but they have a long way to go.

What training? Pcard training was good, but the ups training is non-existent.

Would like to have options such as Sam's Club for purchasing.

Accounts Payable (87 to 109 Respondents)

	2010	2008	2006	2004
1. The Accounts Payable staff are easily accessible.		3.96	3.37	3.74
2. The Accounts Payable staff are knowledgeable regarding all aspects of their job.		4.14	3.33	3.79
3. I am served promptly and courteously by accessible and knowledgeable people.	4.28			
4. Accounts Payable business is conducted in a timely manner.	4.16	4.04	3.44	3.63
5. The training provided by the Accounts Payable staff is helpful.	4.09			
6. Accounts Payable policies and procedures are well documented.	3.99			
7. The services provided are better this year than last year.	3.59	3.60	2.71	2.64
8. I am satisfied with the overall service provided by Accounts Payable.	4.23	4.07	3.46	3.68

Comments provided verbatim:

Again, services are equal to previous years.

Eric Friend makes himself very accessible and goes the extra mile when answering questions by providing background and the "why" behind a process or problem. And the follow up is impeccable. The documentation is adequate-as long as nothing goes wrong. It would be helpful if it provided procedures for resolving common errors/problems.

Everyone in Accounts Payable are friendly, diligent to resolve issues quickly and efficiently, and overall provide great customer service. Thank you especially to Vikki Necessary and Eric Friend.

Frequently I have issues with our payer. When I fax over paperwork I'm told that I should have scan/sent it. When I scan/send it I am told that I should have faxed it. I'm told that I do not need to use a cover sheet and then I'm told that my paperwork didn't get processed correctly because I didn't use a cover sheet. I submit invoices with multiple lines and only one line gets paid and then somehow it becomes my fault though I did everything correctly.

I'm impressed with the excellent support provided.

I don't have that much direct interaction. However, because of the timely service, I have never needed to. Thanks for all you do behind the scenes to meet our needs in a seamless fashion.

Karen Walls and Alice Deese are very wonderful to work with. I am on a learning curve and they have been very patient, knowledgeable, and encouraging.

Really appreciated the help from Eric and team when we implemented the consolidated AWG bill last year.

Sometimes it would be nice if Accounts Payable people understood the entire procurement process from Req to paying the bill and how they interact with each other.

Website is very lacking when it comes to being updated with changes, etc. Also, notification of things like contracts no longer being valid - usually discovered when frustrated trying to process a requisition. (Should have listed this under procurement section.)

Surplus Property

(79 to 92 Respondents)

	2010	2008	2006	2004
1. The Surplus Property staff are easily accessible.		3.87	4.00	3.88
2. The Surplus Property staff are knowledgeable regarding all aspects of their job.		4.09	4.00	4.00
3. I am served promptly and courteously by accessible and knowledgeable people.	3.93			
4. Surplus Property business is conducted in a timely manner.	3.75	3.81	3.90	3.73
5. The training provided by the Surplus Property staff is helpful.	3.79			
6. Surplus Property policies and procedures are well documented.	3.84			
7. The services provided are better this year than last year.	3.34	3.18	3.05	3.08
8. I am satisfied with the overall service provided by Surplus Property.	3.85	3.98	4.02	3.82

Comments provided verbatim:

Customer service is not very friendly when you are new to the surplus property procedures and call to speak to someone about it.

I am so glad that Surplus has been added to the BASIS system.

I had a big project of surplus items and Winona worked me through every step to ensure I understood and that my task was done correctly.

I only deal with the person assigned by Physics. He is slow to do anything and the stuff sometimes sits in the hallway for months before being picked up.

I think this area is understaffed.

I turn all surplus property forms over to our office manager and she takes care of the rest of the paper work and calling for pick up of items.

I was not able to attend training but I have received excellent service when I've had questions and the system is generally easy to use.

It seems to take a long time between the time the surplus items are entered into the system and the time they are picked up in the department.

Only one contact person in our department can enter items for pickup. Most times the items are then not picked up. When we call, the item has been dropped from the system for pickup and we have to start the process all over again.

Sometimes there is a long wait for items to be picked up.

The process seems to be complicated. The time and steps needed between the initial surplus request and when equipment is picked up seems abnormally long.

the surplus lady can be cantankerous and complains about her job too much. We all have our problems with our jobs, but we don't go to her place and gripe...

When calling the people were very helpful and had good suggestions when they did not have what we needed.

Whenoah is always efficient and good at what she oversees!

Travel

(66 to 103 Respondents)

	2010	2008	2006	2004
1. The Travel staff are easily accessible.		4.15	4.32	3.73
2. The Travel staff are knowledgeable regarding all aspects of their job.		4.69	4.56	4.32
3. I am served promptly and courteously by accessible and knowledgeable people.	4.57			
4. The training provided by the Travel staff is helpful.	4.45	4.49	4.26	
5. Travel policies and procedures are well documented.	4.26	4.35	4.33	
6. Carlson Wagonlit is a useful travel tool.	3.90			
7. The Get There online booking tool is a useful travel tool.	3.61			
8. The services provided are better this year than last year.	3.88	4.00	3.93	3.05
9. I am satisfied with the overall service provided by Travel.	4.47	4.53	4.54	3.85

Comments provided verbatim:

Carlson Wagonlit generally charges significantly more (\$100+) than if you were to do the research yourself online for flights. They also seem to only use specific carriers, so they can not give you alternative flight patterns (going through Houston instead of Chicago, for example).

Division of Agriculture travel is by far the worst it has ever been, e.g., Cockran's lack of response to emails, slower reimbursement, etc. My suggestion is to remove the division from any business activities. These could be handled better by the U of A.

Everyone in the Travel Office are very helpful and make travel procedures and information easily understood! Thank you to the Travel Office. We appreciate you!

I've just begun using the travel services. hope to learn more.

I've never heard of "Get There"

I always enjoy working with the Travel Office. They are quick to respond, knowledgeable and patient. Carlson makes travel arranging very easy. I have not yet used the Get There services

I have never heard of The Get There online booking tool.

Karen, Carol and Rosa are WONDERFUL! They always answer my questions, and if I leave a message they quickly return my call.

My assistant arranges most of my travel.

Our department accountant sets up the trips. I just take the ticket and go, so I don't know about a lot of the preliminary procedures.

Rosa goes over and beyond her duties. She offered an one on one training with me on my first week and because of her training I rarely have to re-do my work and have less questions. Everyone in the office is friendly and willing to assist.

The depth of knowledge, cheerful manner in which they assist, and their willingness to go the extra mile is why Travel (Rosa, Carol, and Karen) is my favorite Business Affairs office. BASIS and it's inflexibility makes is what makes processing Travel a nightmare. Yes, the process works just fine-as long as NOTHING changes or goes wrong. And with student travel, how often do you think that happens? An example: A student group receives a travel advance. They then leave one day earlier than the beginning travel date. The first TA has to be cancelled and another submitted. A request goes to travel to cancel and the new travel goes through the approval chain. When the travel claim is processed, it cuts a check for the entire amount of reimbursables because the travel advance (which should have been subtracted)exists on the OLD TA. So when the department gets the reimbursement check, it has to be taken to the Cashier's window and paid against to the OLD TA. If it overpays the old TA, then you have to wait on the system to cut a new check for the difference. ALL because you can't change a BLOODY beginnin

The fact that we must present receipts for meals, instead of collecting per diem, seems like a step backward this year.

The people in Travel are wonderful to work with and always helpful and patient when asked about new and unusual things that happen. Love them!

The people in Travel Services are the best. They're always friendly and helpful. One of the best units on campus.

The travel office is difficult to track down.

The travel office is good at training us to follow policy, but the policies are limiting. For example, when multiple state employees travel together, it would save the university money to use a travel broker "package" like offered through Expedia, Travelocity, etc. Currently, this is prohibited. It would also save staff time (= \$) for university employees dining together to have one colleague pay for dinner, especially when the employees are with the same office.

The Travel Staff are awesome. They are always friendly and eager to help you. They each know each others jobs and what is required for each area. I am so glad they moved back over to the ADMN building.

The travel team are always helpful and prompt with helping fulfill my requests.

They have always been great.

Travel ladies are wonderful.....

Travel staff is very helpful and knowledgeable about many of the variations that come up with international travel and multiple leg trips. They were/are patient when I was first learning.

Tcard

(93 to 96 Respondents)

2010

- | | |
|---------------------------------------------------------------------------------|------|
| 1. I am served promptly and courteously by accessible and knowledgeable people. | 4.76 |
| 2. Training in use of the Tcard is adequate and available to meet my needs. | 4.63 |
| 3. The uses allowed with the Tcard are sufficient to meet my needs. | 4.19 |
| 4. The training provided by the Travel staff is helpful. | 4.60 |
| 5. Tcard policies and procedures are well documented. | 4.55 |

Overall: 4.55

Comments provided verbatim:

Again, they are wonderful!

All my praises for this service.

Carol Wade makes herself available...sometimes even after office hours. She has been wonderful to quickly resolve issues where our administrative tcard is blocked. And that leads me to the problem with the "uses allowed." When working with Sport Clubs a lot of the purchases you make (i.e. paintballs that need to be shipped to the tournament, online tournament registrations) for a given trip are unorthodox. And the card is usually blocked.

I know that this has been mentioned to the Travel Office before, and that they are working on it, but it would be very helpful if we could have more than 50 charges on a traveler tcard per travel claim.

I say that it is not sufficient only because it would be great to charge hotel accommodations to the TCARD-perhaps a waiver the traveler has to sign before traveling explaining ONLY the lodging expenses can be charged would work? However, the wonderful ladies in travel have been extremely accommodating with any request that falls within University policy and continually strive to make travel easy and cohesive for travelers from beginning to end.

It would be helpful if the administrator card could also be used to book lodging.

Our department accountant lends me the T card when I need to book a trip online, so that's about all I know of it.

Though policies are well-documented, they are not always practical. Again, when multiple state employees travel together, it would save the university money to use a travel broker "package" like offered through Expedia, Travelocity, etc. Currently, this is prohibited. It would also save staff time (= \$) for university employees dining together to have one colleague pay for dinner, especially when the employees are with the same office.

WE have had exceptional service for our T-Card use, particularly considering our extensive travel needs.

We would utilize the Traveler Tcard more if we were able to have more than 50 transactions per travel claim. This is something we have addressed with travel, and I know they are working on it. I just feel the need to mention it again.

Pcard (149 to 182 Respondents)

	2010	2008	2006	2004	
1. The Pcard staff are easily accessible.		4.60	3.54		
2. I am served promptly and courteously by accessible and knowledgeable people.	4.48				
3. The training provided by the Pcard staff was helpful.	4.48	4.57	3.52		
4. Pcard policies and procedures are well documented.	4.47				
5. The services provided are better this year than last year.	3.62				
	Overall:	4.26	4.62	3.53	4.38

Comments provided verbatim:

Connie always does a great job. Thankful for my pcard!

Connie Oberg always answers email/phone messages very promptly. She is great to give clear, concise information/directions. She has been incredibly helpful in working with us on some of our more unorthodox purchases for Sport Clubs. Many areas on campus have no backup in case of absences. Marla Misamore is always available when Connies in not-and very willing to help.

Connie Oberg and Marla Misamore are always so helpful.

I am served promptly, but I would not agree to the courteously part of the first line item. I don't generally need to contact the PCard staff. This year however I have on two separate occasions emailed and recieved a kirt response, which made me feel as though I was inconveniencing someone with my questions.

If there are new services I am not aware of them. However, I would like to say that the PCard staff and service has been terrific. We have never had any problems with this service and the service has been an important part of our purchasing process, particularly for routine purchases that are best made using a credit card.

It would be great if professional organization memberships could be paid with the p-card.

It would be nice if membership fees could be paid using P-card.

Love the reminder emails!

Our department accountant lends me the P card when I need to buy something, so that's all I know about it.

Raise P-card single source purchase limit to \$3500.

Very helpful.

Office Supply Contract (76 to 81 Respondents)

	2010	*2008	*2006	*2004
1. I am served promptly and courteously by accessible and knowledgeable people.	4.36			
2. I am satisfied with products available from OfficeMax on-line and/or through the catalog.	3.70	4.40	4.40	
3. I am satisfied with the delivery service on products ordered from OfficeMax.	4.11	4.15	4.33	
4. The OfficeMax contract is easy to use.	3.80			
5. The office supply contract with OfficeMax is adequate to meet my needs.	3.70			
Overall:	3.93	4.27	4.37	4.29

*Staples

Comments provided verbatim:

Although we use the OfficeMax contract, it is through the UNiversity Libraries. So the staff in the Libraries does the actual ordering for us. We have no direct exposure to working with the contract directly. The service has been very convenient and easy to use. This is a much more efficient way to procure office supplies than doing so on our own.

delivery is usually the next day, I was not able to find exactly what I was looking for but a fair cost effective substitute was available and staff at Office Max was helpful at the store (where I went due to the usually next day delivery and I need it definately next day).

I am sure that the ease and efficiency of ordering through OfficeMax will become better over time. Currently, the online website is not very user friendly and the delivery service is undependable. This is sure to improve over time - I hope. Marla Misamore is very persistent and helpful to make sure errors are corrected and that all of our needs are met. Thank you Marla! You are appreciated

Not all items needed by our department are found at OfficeMax so we order from other vendors also.

OfficeMax has limited items available and there is limited choices of products on what they do have.

The office supply, particularly the ink, is insufficient. Nearly every ink order placed through officemax for my department needs to have their item description number specific to officemax, otherwise I can not order it. OfficeMax does not carry some ink we use in the office, requiring me to use my PCARD at Staples for these orders. My items through delivery have been mangled or incorrect. I just received a new telephone message book that had the back cover nearly ripped off entirely, along with, what seemed to be excessive water damage where they had to rip the cardboard covers.

We really like the online chat function. We have gotten better prices on items that are not on the contract though this method. Very nice!

VWR (31 to 43 Respondents)

	2010	2008	2006	2004
1. The VWR staff are easily accessible.		4.40	4.20	
2. The VWR staff are knowledgeable regarding all aspects of their job.		4.47	4.60	
3. I am served promptly and courteously by accessible and knowledgeable people.	4.52			
4. VWR business is handled accurately.		4.20	4.60	
5. VWR business is conducted in a timely manner.		4.60	4.60	
6. Service from VWR is accurate and timely.	4.58			
7. The training provided is helpful.	3.94			
8. The services provided are better this year than last year.	3.48	4.20	3.60	
9. I am satisfied with the overall service provided by VWR.	4.37	4.43	4.40	3.50

Comments provided verbatim:

Keeps getting easier, better and more competitive. Stephanie does a super job...very pleased!

Stephanie is really nice!

Stephanie is very friendly and helpful at the on-campus store.

This service is a wonderful service for my department.

Usually order via website and do not deal with individuals.

Gas Cylinder

(36 to 43 Respondents)

	2010	2008	2006	2004
1. The Gas Cylinder staff are easily accessible.		4.25	4.33	
2. The Gas Cylinder staff are knowledgeable regarding all aspects of their job.		4.42	4.17	
3. I am served promptly and courteously by accessible and knowledgeable people.	4.46			
4. Gas Cylinder business is handled accurately.		4.50	4.50	
5. Gas Cylinder is conducted in a timely manner.		4.42	4.50	
6. Gas Cylinder business is conducted in a timely and accurate manner.	4.45			
7. Policies and procedures are well documented.	4.03			
8. The services provided are better this year than last year.	3.56	3.69	3.50	
9. I am satisfied with the overall service provided by Gas Cylinder.	4.40	4.33	4.33	4.40

Comments provided verbatim:

Dewayne really knows his job. Always on time and nice.

Duane provides a valuable service and strives to keep prices at a manageable level. Pleased!

Dwayne is always helpful and prompt with his service.

I don't order these supplies, but our department does use them. I sometimes sign for them.

Same excellent service every year.

Wayne and the staff have always provided a good service. When relying on certain gases for research instrumentation it is extremely helpful to have access to gas cylinder sales on-campus. Most of the time, a new gas cylinder can be delivered and in use the same or next business day.

Risk Management

Property and Casulty Insurance (31 to 35 Respondents)

	2010	2008	2006	2004
1. The Risk Management staff are easily accessible.		4.08	4.04	3.53
2. The Risk Management staff are knowledgeable regarding all aspects of their job.		4.08	3.96	4.23
3. I am served promptly and courteously by accessible and knowledgeable people.	4.17			
4. Insurance/Risk prevention is handled adequately.	4.03			
5. Insurance/risk prevention is handled accurately.		4.21	4.04	3.94
6. Risk Management/Insurance business is conducted in a timely manner.		4.25	3.96	3.82
7. Risk Management/Insurance business is conducted in a timely and accurate manner.	3.97			
8. The services provided are better this year than last year.	3.52	3.52	2.96	3.18
9. I am satisfied with the overall service provided by Risk Mgmt/Property & Casualty Insurance	4.06	4.25	4.13	3.86

Comments provided verbatim:

I enjoy working with Ellen Ferguson and James Ezell

Risk Management/Insurance would benefit from having more documentation. It was difficult to figure out what services were needed/required when I first started.

Student insurance isn't posted when it's requested; but annually--at the end of the fiscal year. It's often posted so late that it's difficult to proof the transactions and request corrections before the fiscal year is over. And last year, the error rating for postings for my department was over 10%.

Workers' Compensation (24 to 134 Respondents)

	2010	2008	2006	2004
1. The Workers' compensation staff are easily accessible.		4.08	4.00	3.11
2. The Workers' Compensation staff are knowledgeable regarding all aspects of their job.		4.15	3.88	3.11
3. I am served promptly and courteously by accessible and knowledgeable people.	4.38			
4. The Workers' compensation staff are responsive to my needs.	4.29	4.08	3.94	2.89
5. Workers' Compensation business is handled accurately.		4.15	3.88	3.00
6. Workers' Compensation business is conducted in a timely manner.		4.00	3.88	2.89
7. Workers' Compensation business is handled accurately and timely.	4.26			
8. The services provided are better this year than last year.	3.46	3.42	3.56	4.11
9. I am satisfied with the overall service provided by Workers' Compensation.	3.58	4.00	3.94	3.15

Comments provided verbatim:

Brooke is always on top of what we owe PEC.

I work with Worker's compensation on a limited basis.

My first experience with Workers Comp is ongoing and I have not been contacted by anyone since my injury. Unable to evaluate at this time.

Telephone Services (134 to 135 Respondents)

	2010	2008	2006	2004
1. The Telephone Services staff are easily accessible.		4.28	4.39	4.07
2. The Telephone Services staff are knowledgeable regarding all aspects of their job.		4.26	4.23	4.21
3. I am served promptly and courteously by accessible and knowledgeable people.	4.38			
4. Calls and other business are handled accurately.		4.14	4.26	4.32
5. Telephone related business is conducted in a timely manner.		4.22	4.31	4.32
6. Calls and other business are handled accurately and timely.	4.29			
7. The services provided are better this year than last year.	3.58	3.51	3.49	3.15
8. I am satisfied with the overall service provided by Telephone Services.	4.26	4.21	4.30	4.11

Comments provided verbatim:

Always receive prompt action for my requests.

Everyone at the Phone Office are friendly, prompt, and resolve issues quickly and efficiently. Thank you!

Have been pleasantly surprised and PLEASED with the support and help that Scott T and Ken have given us in our conversion to AT&T cellular service. It's been a learning experience for us, Scott and Ken, but the results have been super! We should have done this before.

I work in the Fulbright Institute of International Relations. I am constantly having calls transferred to my extension for the Fulbright College. In the directory the Fulbright college is listed as College of Arts and Sciences with no mention of Fulbright. People also look up Fulbright in the directory and end up calling the Fulbright Institute looking for the Dean's office. I believe Fulbright College of Arts and Sciences is how the Arts and Sciences College should be listed in the directory to stop the confusion.

It seems the times I have called the main phone # the phone is answered "University" and sometimes the first part of the word seems to be cut off. I realize there are probably many calls coming in at the same time, but it would be nice to have a better greeting, such as "Good morning/afternoon, University of Arkansas"

Its time to get a VoIP system installed on this campus!

Many times I have called and the person on the other end seems unwilling to answer my question or gives short, one-answer replies. I have only had one pleasant experience calling telephone services out of the 5+ times I have spoken to them throughout this year.

My major and only complaint: the automated system that picks up our messages is ridiculously complicated and difficult to use. Please consider updating this ancient and unwieldy system!! It wastes university employees' time.

New phone guy knows what he is doing and takes the time to teach and explain everything. I appreciate him very much!

Same excellent, prompt, professional service as always

Sometimes the phone will ring and ring and ring and ring.....and towards the end of the day, sometimes the calls are not answered.

The phone mail system is a joke. It takes too much time to check or delete messages. I finally just bought a phone myself that has an answering machine built in.

Cellular Phone Service (86 to 90 Respondents)

	2010
1. I am served promptly and courteously by accessible and knowledgeable people.	4.18
2. Establishing service and resolving problems is handled efficiently, accurately and timely.	4.08
3. I am pleased with the rate plans offered and value provided in the U of A contract.	3.97
4. The quality of the signal is adequate.	3.79

Comments provided verbatim: Overall: 4.01

I do know some individuals in far out Ark locations do not have good signal and have another service to cover. Out dept did purchase a Majic Jack to lower cost of international calling rates.

I've had both positive and negative experiences with the cellular service. I added international calling to an associate's phone, and the staff was incredibly helpful. Another associate resigned, turning in his phone. I didn't realize it hadn't been cancelled until we received the bill, two months later.

It should be easier to get international service on cell phones. Having to call each time I'm headed overseas is a very poor method.

My exposure to the Cell Phone department is very limited so I have few opinions.

Scott is great. He works really hard for the University.

Scott is very helpful, knowledgeable, and acts quickly to take care of our needs. We appreciate you Scott.

Scott is very knowledgeable. However, sometimes it can take a while to get a response from him. I think this is due to a high workload, but it can sometimes be frustrating.

Scott Tankersley has provided super customer service. We hope to have all FMD cellular services switched to AT&T before June 27th.

Service is helpful and prompt.

The AT&T rates are not very good and could be MUCH MORE COMPETITIVE...my tree has almost been removed from our budget...we would have more people on this type of service if it were not so expensive.

There needs to be some healthy competition on this campus and not just exclusively AT&T.

We need a better signal in a few buildings.

Bookstore

Main Store & Razorback Shop (105 to 131 respondents)

	2010	2008	2006	2004
1. The Bookstore staff are knowledgeable regarding all aspects of their job.		4.07	3.98	4.05
2. I am served promptly and courteously by accessible and knowledgeable people.	4.27			
3. I am satisfied with the costs of products.		3.14	3.31	3.17
4. I find the Bookstore offers competitive prices.	3.34			
5. The Bookstore offers convenient hours.	3.88	3.79	4.12	3.87
6. I am satisfied with the overall quality of the shopping experience.	3.90	4.10	4.10	3.82
7. The Bookstore offers a good variety of products.	3.83	3.99	3.98	3.65
8. The services provided are better this year than last year.	3.37	3.29	3.33	3.10
Overall:	3.77	3.73	4.02	3.59

Comments provided verbatim:

Biggest mistake was now using Office Max. Our department has never been happy with Office Max. We need Staples back!!!!!!

Biggest problem is that booksotre purchases do not require receiving in BASIS. this means that anyone with access to the PO number can make purchases. This is a weak weak design.

Easy to work with and very helpful!

I deal a lot with George Phillip and he is always a peasure to work with and gets my book list stocked accurately and in a timely manner.

I think their art supplies are somewhat lacking and the prices of many items are high-books included. When calling ahead to purchase a (non text book book to review-which some schools are using as a grad school test book) I called ahead it appeared as 1 copy on the inventory but was never located and we opted to purchase it from an online supplier...at much less cost including fast delivery (not used)-makes one wonder about the price of other items.

More faculty/staff appreciation days. Stay open till 6 so more staff have an opportunity to go.

Prices are competitve only because of departmental or staff discount.

The bookstore should open early during finals. Many times student's need scantrons and the vending machine runs out.

The bookstore staff is great! They called the mall bookstore to get an item that was out of stock and had it delivered to my office!

The prices are too high.

The Parking Spot (17 to 23 Respondents)

	2010	2008	2006	2004
1. The Bookstore staff are knowledgeable regarding all aspects of their job.		3.62		
2. I am served promptly and courteously by accessible and knowledgeable people.	4.17			
3. I know that The Parking Spot offers a variety of products such as food & beverages, books and magazines, etc.		4.05	3.41	
4. I am satisfied with the variety of products offered.		3.59		
5. The Parking Spot offers a variety of products that meet my needs.	4.00			
6. I know that the Parking Spot has a digital photo center and an information center.	4.00	3.62	3.06	
7. I know that the Parking Spot offers dry cleaning services.	4.26	3.98	3.45	
	Overall:	4.11	3.71	

Comments provided verbatim:

If the Parking Spot includes the sales shop/Harmon parking garage our department has called to ask questions and have on more than 1 occasion been treated abruptly-once in needing to purchase department items in an emergency situation we were unable to use the P-card and so traveled to Wal-mart where it was readily accepted.

Computer Store

(100 to 125 Respondents)

	2010	2008	2006	2004
1. I am satisfied with the processes for ordering products.	4.05	4.07	4.10	4.00
2. I am satisfied with the cost of products.	3.81	3.78	3.86	3.41
3. I am satisfied with the variety of computer software.		3.87	4.10	3.53
4. I am satisfied with the variety of computer hardware.		3.97	4.08	3.41
5. I am satisfied with the variety of computer hardware and software.	3.86			
6. The Computer Store has sufficient inventory.	3.72	3.67	3.84	3.22
7. The Computer Store staff are knowledgeable regarding all aspects of their job.		4.13	3.96	3.78
8. I am served promptly and courteously by accessible and knowledgeable people.	4.36			
9. The services provided are better this year than last year.	3.61	3.57	3.28	3.11
10. I am satisfied with the overall service provided by the Computer Store.	4.06	4.10	4.04	3.58

Comments provided verbatim:

Agriculture still has many hoops to jump through-which are problematic! We a computer czar!

frequently I will purchase from NewEgg.com, tigerdirect.com or amazon.com because they beat the computer store's prices and selection.

I have only had one problem with the Computr store. After purchasing a Lenovo computer for a faculty member through them, the order was lost/backdated/etc. for nearly two months. We had to cancel the order and move forward with purchasing a MAC, which sufficed, but wasn't the first choice of the faculty member. Upon getting the MAC, we also found that it didn't coordinate with any of our projector systems in the Department and have had to purchase another computer because of the arisal of this problem and if it were to happen again in the future.

I mainly have dealt with Jeff Blevins over the phone. He's the best - follows through and stays in contact even if the answer isn't immediately forthcoming. Takes care of his customers.

I would be a lot happier if we could just go straight to Jeff for our computer needs instead of going through our Agri IT person. Jeff has always been of great help but it hinders our process since we can not go directly to him.

It took 3 months to receive a part for a computer.

Limited services to me directly from the Computer Store so my comments are limited.

Our computer needs are always met in a timely manner.

Recently needing to purchase several Ipod's for a research project we found that The Computer Store was higher in price, had not enough inventory (3), a several day delivery time and was higher in price-than Walmart and Target.

Same as bookstore and Razorback shop, internal orders do not require receiving in BASIS and this is a weak design that seems to be setup to encourage theft. The Computer Store system is not setup correctly in my opinion either to help customers reference ETA's either unless Jeff Blevins looks up the PO number and adds it to the email. I would like to suggest that the entire quote/order/TA/delivery/receiving process be redesigned with the customer in mind.

These guys always work with me and are very knowledgeable.

PMC Solutions

Printing

(107 to 127 Respondents)

	2010	2008	2006	2004	
1. The PMC Solutions - Print staff are prompt to assist me.		4.23	4.24		
2. Customers are treated courteously.		4.37	4.20		
3. I am served promptly and courteously by accessible and knowledgeable people.	4.14				
4. I am satisfied with the quality of service provided.	4.12	4.18	4.20	4.29	
5. I am satisfied with the quality of products produced.	4.24	4.29	4.24	4.32	
6. The products are priced competitively and offer good value.	3.74				
7. The services provided are better this year than last year.	3.50	3.59	3.50		
	Overall:	3.95	4.05	4.17	4.31

Comments provided verbatim:

Access to copying services has been reduced by moving out of the Union. Turn around time for copying of exams has been increased, rather than decreased.

Entire staff is excellent in customer service. The quality of the print jobs have met all expectations including the order deadline.

Hard to compare the services from last year as I have utilized them for different functions this year.

I am mostly disappointed with the QUALITY of the product coming from PMC. I avoid using PMC when possible.

I continually have issues with incorrect billing on our SCBS charges. The issue has been addressed monthly for almost a year and almost every month there are still the same incorrect charges. It is a source of frustration and requires a lot of extra time to move the expenses to the correct cost center. I am told that the situation occurs because of the billing system.

In the Student Union drop off window for printing, I have heard the lady that works there, be very rude to customers.

It was better and faster when they were in the Arkansas Union.

It was much more convenient and inspired more confidence handing documents to the people that were actually printing or doing the copying. I am less satisfied dropping off the documents at, essentially, a transit station. This seems to add a day to the service.

Send out service is great. Very quick return to office! The ladies in the print office are very helpful.

The drop off window in the union has long waits in line and the lady is often rude and abrupt with customers and students. Also, the quality of the letterhead is not what it used to be. The paper curls and we have problems using it with some of our office printers.

The lady at the front window in the ARKU downstairs could be friendlier. She was helpful but not overly. Maybe it was just a bad day for her.

There needs to be more communication regarding the status of jobs.

This is a hard one to answer because we are choosing to print primarily in department. Items such as brochures and manuals can be printed (and bound)with excellent very near professional results within a short period of time (a day or less) for much less cost. Most recently when we needed to print posters we selected the HiDec lab. Turn around time was slightly faster and cost was much less.

DCOP

(72 to 82 Respondents)

	2010	2008	2006	2004
1. The PMC Solutions - DCOP staff are prompt to assist me.		4.28	4.29	
2. Customers are treated courteously.		4.30	4.07	
3. I am served promptly and courteously by accessible and knowledgeable people.	4.16			
4. The features offered by our copier meet our needs.	4.10			
5. Paper, toner, and other supplies are provided as needed.	4.47			
6. I am satisfied with the quality and reliability of our departmental copier.	3.91			
7. I am satisfied with the timeliness and quality of repair service.	4.19			
8. The services provided are better this year than last year.	3.53	3.79	3.56	
9. I am satisfied with the overall value for PMC Solutions - DCOP for copying services.	4.02	4.22	4.15	4.20

Comments provided verbatim:

Billing invoices have incorrect po's or departmental cost center accounts frequently after explaining the correct information.

Consistently we need to have the copy machine serviced, whether it be for the copier freezing, stapling incorrectly, not properly determining paper size auto select, etc. I have been told by maintenance technicians "that the sensors on the glass are so picky and particular that if you move the paper less off where it is supposed to be, the auto select will choose any size. At this point, I have tried telling faculty to always choose their size, but it even doe from their computers. It is extremely frustrating and wastes large amounts of paper that we are being charged for.

Don't really use this.

I continually have issues with incorrect billing on our SCBS charges. The issue has been addressed monthly for almost a year and almost every month still the same incorrect charges. It is a source of frustration and requires a lot of extra time to move the expenses to the correct cost center. I am tok situation occurs because of the billing system.

It seems we have a large number of jams, although print quality is very good. Not sure if the jams are operator error or machine error but in either ca seems as if this is one area of frustration for admin staff, grad students and faculty alike.

The strict 5 year lease is a bit restrictive given the nature of the dymanic times and technology changes. options?

We have 2 copiers and receive 2 identical statements each month when one would do. Better yet, try an e-version to save paper.

Mail

(89 to 106 Respondents)

	2010	2008	2006	2004
1. The PMC Solutions - Mail staff provides assistance promptly.		4.02	3.78	
2. Customers are treated courteously.		4.26	4.14	
3. I am served promptly and courteously be accessible and knowledgeable people.	4.33			
4. The mail service is very reliable.		3.91	3.45	3.72
5. Mail service is reliable and accurate.	4.16			
6. The services provided are better this year than last year.	3.55			
7. I am satisfied with the overall service provided by PMC Solutions - Mail.	4.19	3.95	3.75	3.81

Comments provided verbatim:

Although the mail staff is friendly, we often receive mail intended for other departments, and we have not received important campus mail sent to us.

Delivery of mail is excellent and also quite important due to the confidential nature of some inter UAF mail and we have had little if any mail mix ups w

is quite an achievement considering the everchanging grad students and adjuncts campus wide.

I don't know how accurate service is since this is the only department that provides no invoice details or information regarding why or how much is being charged for any jobs they do. They are pleasant to work with and get the job done quickly!

I just wish we could use a debit card to make purchases!!!

The mail folks are friendly and helpful, but understaffed. The mail schedule varies considerably.

Tucker Boys is the most reliable and accurate mail delivery person I have ever dealt with. He is knowledgeable and helpful. He is a real asset to the M of PMC

We seem to get other departments mail often.

Post Office

(78 to 93 Respondents)

	2010	2008	2006	2004
1. The PMC Solutions - Post Office staff provides assistance promptly.		4.17	4.24	
2. Customers are treated courteously.		4.24	4.27	3.93
3. The PMC Solutions - Post Office staff are knowledgeable about regulations and rates.		4.33	4.34	3.96
4. I am served promptly and courteously by accessible and knowledgeable people.	4.44			
5. PMC Solutions - Post Office provides convenient hours.	4.28	4.13	4.05	3.71
6. The services provided are better this year than last year.	3.65	3.76	3.15	3.15
7. I am satisfied with the overall service provided by the PMC Solutions - Post Office.	4.38	4.20	4.07	3.69

Comments provided verbatim:

Don't let John retire. Do not always get good answers when calling-depends on who answers the phone.

Love the new space!

Services are the same.

They should stay open until 5.

When!!! When are we going to go to the zip code for campus and stop the campus mail method? its definitely past time.

Transit

(38 to 52 Respondents)

	2010	2008	2006	2004
1. Transit staff are knowledgeable regarding all aspects of their job.		4.11	3.47	3.71
2. I am served promptly and courteously by accessible and knowledgeable people.	4.20			
3. The number of stops provided by Transit is adequate.	3.87	3.44	3.77	
4. Transit stops are located in convenient locations.	3.83	3.83	4.12	3.31
5. Buses and equipment are in good condition and clean.	3.94	4.22	4.35	3.44
6. Transit service is reliable.	3.80	4.28	4.00	3.38
7. Passengers are safe on Transit buses.		3.94	4.18	3.81
8. Passengers feel safe on Transit buses.	3.92			
9. Route information is easily obtainable.	3.94	4.28	3.82	3.61
10.The services are better this year than last year.	3.47	3.65	3.59	3.27
11.I am satisfied with the overall service provided by Transit.	4.02	4.12	4.29	3.50

Comments provided verbatim:

All buses should be required to have seat belts - period.

I'm thankful and satisfied with this service

I've not used this service, my son did use the system and never complained. In the course of my work with students I've made calls to the office for it. The persons responding have been very helpful.

I have difficulty and pain walking, especially on these hills so the transit system helps some but not near enough...the bus drives right past my building I have to walk over a block to get back to my building. MORE STOPS, PLEASE. Garland & Maple should be on the STOP LIST. In front of Silas Hunt is street and buses should easily be able to stop in front of the building to provide easy access to the Health Center, Registrar, Financial Aid, Admissions & Drivers are always courteous and pleasant!

I wish that there was a stop by the Wal Mart on 6th street. That would be so helpful to the international students that our office serves. To do their grocery shopping at Wal Mart they have to go to the Mall location, which takes too long!

I would like to see the RED Route expanded by adding another bus and by extending the route to the end of Joyce Blvd toward Crossover. This route serves the UAF and the community including DHS, Mall and Walmart shopping area if more frequent service were available a much larger (population dense) community would use the service. I would also like to see summer nad vacation hours extended to include the campus staff working hours...offices close at 5pm and busses leaving before 5:30 do not allow staff time to close the office and catch the bus therefore influencing bus use during other times of the year as well.

Need to get more technology in the hands of customers and stop spending on just the ticket givers. There are a lot of ways to keep passengers informed that are being implemented.

The "off season" route changes and eliminations affect me a lot - to the point that I don't use the bus off season.

The Red route is too long!!

Waiting for buses, they can be 25 minutes late. This, to me, should be unacceptable.

When there are multiple buses on a route, they seem to bunch up together often.

Parking

(117 to 142 Respondents)

	2010	2008	2006	2004
1. The Parking staff addresses requests promptly.		3.58	3.48	3.31
2. The Parking staff are knowledgeable regarding all aspects of their job.		3.84	3.67	3.54
3. I am served promptly and courteously by accessible and knowledgeable people.	3.76			
4. Vehicles are safe in campus parking areas.	3.75	3.22	3.34	2.89
5. Lighting is good in campus parking areas.	3.63	3.33	3.57	2.67
6. Parking areas have adequate signs.	3.55	3.37	3.42	2.75
7. Parking facilities are well maintained.	3.67	3.39	3.58	2.82
8. Fines are resolved equitably.	3.10	3.28	2.76	2.14
9. Parking enforcement is consistent and fair.	3.07			
10. Parking permits are easily purchased and obtained.	4.04	4.08	4.06	3.38
11. The services provided are better this year than last year.	3.10	2.90	2.63	2.96
12. I am satisfied with the overall service provided by Parking.	3.35	3.08	3.02	2.71

Comments provided verbatim:

Availability of Staff parking has decreased. Cannot afford paying significantly higher rates for the new garages. will take a greater percentage of my pay

Challenge is to get anyone to answer any phone. Staff is always pleasant. Last week at home I received a bill for a parking citation I never knew I had dated February. There will be no discussion or argument, I will get to pay it plus the \$10 fine even though this is the first I knew of it. I would love paid email invoicing!

Don't really like it when a department vehicle is ticketed and the department has no way to pay the fine from any department funds; therefore, the employee is liable for the fine.

Enforcement could be consistent - but not fair. Parking has way too much authority on campus... Why raise the parking rate last year when no one goes in pay... this was very insensitive and I might say disrespectful. Finally, I recommend that an administrative supervisory Board to oversee Parking be established; this would not be an advisory Board - rather a supervisory board.. I am tired of hearing students at Graduation (these are the student speakers continue for the past few years to criticize parking and tell of their horrible experiences. Parking leaves a negative impression on our graduates..

Gilbride is awesome!

Having a handicapped sticker the parking is limited outside of parking decks.

I'm sure you get this comment a lot, but the parking fees for employees are excessive, especially for those employees at minimum-wage level. I don't see why more parking garages are being built when the fee to use them would be close to 5% of my annual salary. I am unwilling to pay that much just to come to work each day. If there were public or University transit available from my home I would use it, but there is none.

I am not impressed with the prices of the permits. I don't think it is right for a person who is handicapped to have to pay almost \$600 a year to park in a space. It is not their fault that the garage is their only option, especially when it is weather related.

I pay to park in the parking deck. I recently needed to be at work on a Saturday. The deck was completely full. I could not find a space to park. Reservations should be reserved 7 days a week 24 hours a day. I spent 30 minutes trying to find a place to park. Time I should have been working.

I think they are way over priced, I've been here a long time, when I first came they were \$30 now they are \$140 for the Privilege to park (work) on campus

I understand that parking will probably get hit hard on a survey, but in all seriousness, I don't understand how some staff down there get a free pass for rude and non-responsive. Then major vendors complain about the customer service they receive from this office, we can make a connection that there is an issue.

If there are specific ways that you can or can not park they are not on signs in the parking areas

It seems in the faculty parking lot off of Leverette that there are an exorbitant amount of students parking in faculty spots. It turns out that you can purchase a YEAR guest visitor pass that can be used to park in faculty lots. This should not be allowed. Many sorority ladies (10+) have their parents by these pass and these ladies park in our lot the entire year. There already are not enough parking spots and taking 10+ away for students that regularly go here is not controlled. It's disappointing to pay \$100 for a permit, knowing a student may very well take the last spot available because their parents bought their long visitor pass.

It takes a while for meters to be repaired and you should not have to pay to appeal a fine.

It would be nice if parking had free 10 minute parking so you could go in and get your permit without having to use a meter.

It's still the most insane method ever to charge all employees the same for garage parking regardless of pay grade. The cheapest route to close parking is the beloved handicap option.

Level 6 should be reserved for faculty.

Many of the parking lots on campus do not have ample lighting. In winter months, even leaving at 5:00 can mean getting to a mostly dark parking lot.

My biggest problem with parking is that I buy a staff permit every year so I can work on campus and have meetings if needed. However, if I come to work after 9am it is very difficult for me to find a parking spot. If I pay for a permit then I should be provided a spot to park. I should not have to circle the lots for 15+ minutes to find a spot in order for me to do my job. The parking deck facilities will NOT improve this condition and the prices are unreasonable for staff who must be at work daily and do not get paid adequate compensation for those spots.

Need more faculty/staff parking. Need more stringent enforcement of students parking in faculty/staff lots.

Parking meters for the Union Deck are still hit and miss on the accuracy of the coins inserted. Price of the deck permits is still unreasonable.

Parking permits are too expensive, especially deck parking.

Parking spaces for staff are inadequate in number. Permits are overpriced. Staff should be allowed to park for free. Coca-cola trucks seem to have carte blanche and can park wherever they wish, even in designated no parking areas.

Plant services vehicles and contractor vehicles are almost always parked in the loading area. This prevents people who are trying to load or unload from accessing the loading area. Just last week, there were so many plant and contractor vehicles parked where they weren't supposed to be that two tractor trailers had to park and unload in the street (at the same time). Also, there are no visitor parking spots anywhere around the Physics building.

Prices could be lower.

Satisfied with parking experience except for number and location of parking spots, also parking in the parking deck is very expensive and I think disproportionate to the salary of many classified staff-many who have children and may need to leave promptly for injury or illness and parking deck may not be a reasonable option due to cost.

The parking decks need better signage. When fine arts patrons visit campus, it would be good for signage to direct them to Stadium Drive Parking.

There are several lots on campus that are divided - meaning two or more types of parking. When you enter the lot, you should be made aware of this as you enter. It is often times difficult to navigate a lot, be searching for a space and trying to find the sign for that area - located at the end of the row.

There are so few spaces for staff to park near Holcombe Hall where I work. Our office works with programs where we have to come and go through the lot and transport items and people for events, etc. Parking is very inconvenient for my job. Close spaces fill up and if I have to leave for a program during the day I can't get a spot close. There is a small parking lot outside of my window but it is only for resident reserved spaces. It is very frustrating as every day I have at least 5-7 open spaces yet I have to park so far away to do my job! The lot by the quads is not marked well. What are the center spaces for? I see a lot of blue/green tags. What does that mean? I thought they were green tags so that I could park there with a yellow tag, but got a ticket.

There is nearly always broken beer bottles from fraternity parties in the parking lots on Maple. Non-permit holders should be prohibited from accessing these lots nights/weekends.

There MUST be more short-term parking for graduate students needing to bring in samples (often heavy and abundant) to buildings. I should not have to pay for a ticket just because I need to park close to a campus building for 10 minutes to run items into our lab. Overall, parking on this campus is insufficient for graduate students (especially those living off-campus) and seemingly everytime they open up a new lot it is marked as a faculty/staff lot where it will soon be occupied by numerous empty spaces. It's really hard to understand the thought process behind some of the decision making in the parking office. Ticket prices are much too high and it would be interesting to know exactly where all of that money goes.

University vans are allowed to park in our parking lot and remain there continually doing nothing but taking up space. The vans do not appear to be moving every few days at a time. This results in employees having to search (and search) for a parking spot. We spend valuable time driving around looking for a place to park. These vans need to have a place where they can be parked where it doesn't take up someone's parking spot.

Visitor parking is too expensive and difficult.

Whenever there is a change in policy they need to put out a notice to the list serv and not just on their web page. The notice needs to be sent out 30, and 5 days before the change.

You're not asking the right questions. You've geared this survey so that one can't comment on the areas of contention with Parking. Try this: 1) How to work/attend at the University and get thrown out of parking spaces because people who neither attend/work for the University are coming to a ball? 2) How does it feel to park in the north forty because you're not a resident student or a Administrative "suit"? 3) How does it feel not to even meet the U.S. criteria for being middle class and yet pay over \$100.00 for a parking sticker? 4) How do you like paying parking meters so you can conduct business on the behalf of your department with the Cashier's Office, Bookstore, etc.?

You guys are doing a good job. It's a hard job, and I know you don't always get the credit you deserve. So thank you.

Business Affairs Websites (77 to 79 Respondents)

	2010	2008	2006	2004
1. I was able to easily locate what I needed on the website.	3.56	3.82	3.79	
2. The website pages loaded promptly.	4.03	4.05	4.01	
3. The overall appearance of the website was appealing.	3.77	3.80	3.78	
4. Forms are easy to locate and download.	3.62			
Overall:	3.75	3.67	3.65	

Comments provided verbatim:

More detailed vendor information- requesting a new vendor in particular.

Policies and procedures seem to be broken up by area and scatter all over - same with forms. I understand the need to have all AP thing under AP, but it would be nice to be able to just go to the Business Affairs site and find all forms for all areas under that umbrella - quick link of some sort. I also find that all "ticky-tacky" procedures that exist in some areas, such as how to submit an invoice for payment, are not listed. We get "you don't need a cover sheet" "I didn't know who this belonged to since it didn't have a cover sheet", "we can't pay off this invoice" (even though it states "INVOICE" from the company).

The sites have improved at first glance but haven't had a chance to explore yet.

Things have been so rearranged in the last year that items I use only a few times a year took me forever to find.

Website changes are more difficult to navigate than they used to be. Harder to figure out where forms are.

Business Affairs Overall

Comments provided verbatim:

Overall Comments or Suggestions:

I do not like the ratings on this survey. It is hard to read and should have the ratings listed directly above the 0 1 2 3 4 5 - if a particular dept. does a job may or may not be better or worse than last year.

I find it's harder to find who/what information you need than the previous website but it could be that I was used to the other website and need to use it more to become familiar with it.

Things are hard to find.

Web sites are too hard to find what you need on them. They were fine the way they were before everyone started to improve them. If it is not broken don't fix it.