

# Business Affairs Customer Satisfaction Survey 2006

## Detail by Department

\*\*Please note that some of the comments seem incomplete. That is because the comment section's variable length was not set high enough to capture the data if the comment ran long, thereby, cutting it off.

### Business Office

#### Purchasing

The Purchasing overall results were almost equal to 2004. Increases occurred in the responsiveness of staff and the accuracy in handling purchasing business. Responsiveness is up, but several of the comments given indicate that there is still a lot of room for improvement. Timeliness is down and several of the comments reflect this as well. Generally, the remaining statements show a downward trend, but none were too significant. Karen Walls and Andy Fletcher were both complemented. Whitney Smith was given wonderful complements several times. Eric Friend, who is not in Purchasing, was also mentioned.

	<b>2006</b>	<b>2004</b>
1. The Purchasing staff are easily accessible.	3.83	3.90
2. The Purchasing staff are responsive to my needs.	3.99	3.86
3. Purchasing business is handled accurately.	4.22	4.10
4. Purchasing business is conducted in a timely manner.	3.72	3.86
5. The Purchasing staff conducts business in a professional manner.	4.13	4.24
6. The Purchasing staff provides extra service beyond the call of duty.	3.61	4.08
7. The Purchasing staff are knowledgeable regarding all aspects of their job.	3.61	4.29
8. The services provided are better this year than last year.	2.93	3.22
9. I am satisfied with the overall service provided by Purchasing.	3.90	3.94

#### Comments:

Whitney Smith is my standard agent. When she is involved or Karen Walls is involved, all is well. When it is someone else, communication breaks down. Whitney is doing a great job!

I have been on campus 6 months and the purchasing staff has always been very nice, helpful, patient and professional. They have made the learning process much easier.

The UA Purchasing Department have always been most helpful, courteous and supportive.

Whitney Smith is the only person who I have contacted with for the software purchasing. She has done an excellent job and goes beyond the call of duty whenever I contract her for assistance. (One e ...

The only complaint I have is that when my buyer is out of the office, the other buyers do not readily review my buyers desk and if they require additional information/explanation they do not c ...

The requisition system is cumbersome. There have been several time this past year that I have entered a requisition, sent the paperwork to the buyer, and then something happens. The PO is a ...

It's kind of hard to get better than great.

I'm forever grateful for the support I can rely on from the Purchasing department.

These answers do not apply to the whole department, just a select few.

I find Whitney to be very knowledgeable and if she doesn't know she finds out. Nice young woman to deal with.

Some buyers are more timely than others in the requisition approval process.

UPS training is NOT timely and NOT good. Enhancements need to be made to the BASIS system to provide more prompts on what is required documentation or explanation instead of depending on the ...

Buyers are pretty good, but not as "vendor friendly" or "department friendly" as they once were.

### **Accounts Payable**

The Accounts Payable overall results are down from 2004. This is true for the results of the individual statements as well. Timeliness decreased by a relatively small number of points, but the remaining response scores decreased significantly. Eric Friend, Liz Smith and Alice Deese were specifically praised. Most of the comments were positive. In light of this, it is hard to explain why the ratings were down.

	<b>2006</b>	<b>2004</b>
1. The Accounts Payable staff are easily accessible.	3.37	3.74
2. The Accounts Payable staff are responsive to my needs.	3.43	3.79
3. Accounts Payable business is handled accurately.	3.57	4.00
4. Accounts Payable business is conducted in a timely manner.	3.44	3.63
5. The Accounts Payable staff conducts business in a professional manner.	3.41	3.95
6. The Accounts Payable staff are knowledgeable regarding all aspects of their job.	3.33	3.79
7. The Accounts Payable staff provides extra service beyond the call of duty.	3.16	3.92
8. The services provided are better this year than last year.	2.71	2.64
9. I am satisfied with the overall service provided by Accounts Payable.	3.46	3.68

#### Comments:

I have been employed at the UA for 6 months and the Accounts Payable Department has helped me during this learning process. They are all, always nice, patient, willing to help and professional.

The Accts. Payable Department has always helped in any way needed.

My payer is great. Alice is always on top of things and is quick to settle a problem. She goes out of her way to help in any way that she can. Eric also does a great job in helping answer q

It's kind of hard to get better than great.

My primary contact is Eric.

I'm impressed and confident in the support that the Accounts Payable staff provide to my department.

Good Job-getting bills processed.

Liz and Alice are great but it sure seems like they could use some help.

I think the staff could be better informed and more helpful. The staff seems to want the department to solve the problems when they are the expert!

2. The Surplus Property staff are responsive to my needs.	4.02	3.94
3. Surplus Property business is handled accurately.	4.02	3.80
4. Surplus Property business is conducted in a timely manner.	3.90	3.73
5. The Surplus Property staff conducts business in a professional manner.	4.15	3.88
6. The Surplus Property staff are knowledgeable regarding all aspects of their job.	4.00	4.00
7. The Surplus Property staff provides extra service beyond the call of duty.	3.32	4.27
8. The services provided are better this year than last year.	3.05	3.08
9. I am satisfied with the overall service provided by Surplus Property.	4.02	3.82

Comments:

Wenoah is very professional and helpful. I have had bad experiences with lack of accuracy on records, I think this is due in part to poor accuracy at the pickup time.

I have had one occasion to contact the Surplus Property Office and found the assistance I got very pleasant and professional.

I don't use surplus property often, but every time I do, they are very helpful.

I say "better this year than last year" only because I had extra needs this year for which they went above and beyond.

**Travel**

Where comparable, all areas showed tremendous rating increases. Donna Carter, Carol Wade, and Rosa Hattabaugh all received rave reviews! There were no negative comments.

	<b>2006</b>	<b>2004</b>
1. The Travel staff are easily accessible.	4.32	3.73
2. The Travel staff are responsive to my needs.	4.41	3.91
3. Travel business is handled accurately.	4.57	4.36
4. Travel business is conducted in a timely manner.	4.43	4.00
5. The Travel staff conducts business in a professional manner.	4.63	3.86
6. The Travel staff are knowledgeable regarding all aspects of their job.	4.56	4.32
7. The training provided by the Travel staff is helpful.	4.26	
8. Travel policies and procedures are well documented.	4.33	
9. The Travel staff provides extra service beyond the call of duty.	4.32	3.75
10. World Wide Travel Services is a useful travel tool.	3.85	3.68
11. The T-Card is a convenient travel tool.	3.94	
12. The services provided are better this year than last year.	3.93	3.05
13. I am satisfied with the overall service provided by Travel.	4.54	3.85

Comments:

There are not enough hours in the day to say all the good things that need to be said about Donna, Carol, and Rosa!!! EXCELLENT JOB BY ALL ALWAYS!!!!!!!

Rosa and Carol have been pleasant, professional and very patient during my first 6 months with the UA.

The Travel Department has been very courteous and helpful. It's a shame the travel needs of this whole campus is put on just a 2 person office. These ladies go beyond the call of duty. GET T ...

Rosa and Carol are exceptional employees. They are friendly and go out of their way to help you. Please continue to help us the way you do

Rosa is the absolute best and Carol is a strong second! But nobody, nobody can replace Donna Carter! She manages an organization that is the epitome of professionalism. From the work load th ...

Hard to judge better this year than last. They did a good job last year as well.

The T-card would be much better if we could use it to pay hotel charges and meals.

Rosa helps me a lot and is always very nice.

I don't work with Travel on a daily basis so I do have to contact them for procedures. All the employees in Travel are very well informed and always willing to help.

I really appreciate the Travel Office staff. They assist me and my co-workers with any questions and problems that we may have.

### **Pcard**

In 2004, the Pcard was simply an item listed under Purchasing and not a stand-alone item. Individual aspects regarding the Pcard and the service it provides were not addressed and, therefore, little thought was required to apply a rating. This year, specific aspects were addressed. The overall rating for Pcard decreased, but when taking into consideration the comments given, general satisfaction with the Pcard is obvious. When the next survey is conducted, a statement regarding the overall service of the Pcard should be included. Connie Oberg received several complements and Marla Misamore was mentioned.

	<b>2006</b>	<b>2004</b>
1. The training I received was adequate and appropriate to use the Pcard.	3.52	
2. The Pcard staff are easily accessible.	3.54	
Overall:	3.53	4.38

#### Comments:

Connie is always very helpful with Pcard issues. She always is quick to respond to questions or problems that I may have.

The Pcard is so much easier to use than the UPS BASIS system. I use the Pcard every time I can, taking care that the items purchased are allowable

I really appreciate the billing convenience of the Pcard and Connie's help correcting problems a first year like myself is likely to run into

Connie Oberg has always be available and helpful. She has always answered my questions in a timely and efficient manner.

Connie and Marla are super! Always available and if on those rare occasions they don't have the answer to a question, they find it and get it b ...

Connie is great to work with.

### **Staples**

Staples rating increased from 2004 and general satisfaction is indicated. Only one minor negative

The billing convenience is great.

### **VWR**

VWR received an improved rating for overall service.

	<b>2006</b>	<b>2004</b>
1. The VWR staff are easily accessible.	4.20	
2. The VWR staff are responsive to my needs.	4.60	
3. VWR business is handled accurately.	4.60	
4. VWR business is conducted in a timely manner.	4.60	
5. The VWR staff conducts business in a professional manner.	4.60	
6. The VWR staff are knowledgeable regarding all aspects of their job.	4.60	
7. The VWR staff provides extra service beyond the call of duty.	4.20	
8. The services provided are better this year than last year.	3.60	
9. I am satisfied with the overall service provided by VWR.	4.40	3.50

Comments:

VWR always supplies our needs in a very simply process.

### **Gas Cylinder**

Gas Cylinder's rating decreased some but remains very good. Dwayne was mentioned positively in the comments.

	<b>2006</b>	<b>2004</b>
1. The Gas Cylinder staff are easily accessible.	4.33	
2. The Gas Cylinder staff are responsive to my needs.	4.50	
3. Gas Cylinder business is handled accurately.	4.50	
4. Gas Cylinder is conducted in a timely manner.	4.50	
5. The Gas Cylinder conducts business in a professional manner.	4.50	
6. The Gas Cylinder staff are knowledgeable regarding all aspects of their job.	4.17	
7. The Gas Cylinder staff provides extra service beyond the call of duty.	4.17	
8. The services provided are better this year than last year.	3.50	
9. I am satisfied with the overall service provided by Gas Cylinder.	4.33	4.40

Comments:

Dwayne is always helpful and supportive with the services he provides for our department.

### **Risk Management**

The overall rating for Risk Management has increased significantly. All areas show improvement with the exception of knowledge and "extra service beyond the call of duty." Ellen Ferguson was praised.

	<b>2006</b>	<b>2004</b>
1. The Risk Management staff are easily accessible.	4.04	3.53
2. The Risk Management staff are responsive to my needs.	4.09	3.88
3. Insurance/risk prevention is handled accurately.	4.04	3.94
4. Risk Management/Insurance business is conducted in a timely manner.	3.96	3.82

### Workers' Compensation

The ratings for Workers' Compensation showed dramatic improvement in all areas. Significant improvements have been made since 2004. One negative comment was given.

	<b>2006</b>	<b>2004</b>
1. The Workers' compensation staff are easily accessible.	4.00	3.11
2. The Workers' compensation staff are responsive to my needs.	3.94	2.89
3. Workers' Compensation business is handled accurately.	3.88	3.00
4. Workers' Compensation business is conducted in a timely manner.	3.88	2.89
5. The Workers' Compensation staff conducts business in a professional manner.	4.00	3.45
6. The Workers' Compensation staff are knowledgeable regarding all aspects of their job.	3.88	3.11
7. The Workers' Compensation staff provides extra service beyond the call of duty.	3.69	2.63
8. The services provided are better this year than last year.	3.56	4.11
9. I am satisfied with the overall service provided by Workers' Compensation.	3.94	3.15

#### Comments:

My job entails filing Workers Comp Claims. After months of getting no response regarding late claims I usually have to call Little Rock to get

Use them very little, thank goodness.

I have never had to use this service but it is available to me.

### Construction Procurement/Contracting, Contract Administration, Real Estate Administration (CCR)

The overall rating for CCR has decrease, but not significantly. The staff's accessibility has improved and "service beyond the call of duty" has increased. Improvement is needed primarily in the remaining areas of accuracy, timeliness, professionalism and knowledge. No comments were provided.

	<b>2006</b>	<b>2004</b>
1. The CCR staff are easily accessible.	3.80	3.71
2. The CCR staff are responsive to my needs.	3.80	3.86
3. CCR business is handled accurately.	3.80	4.29
4. CCR business is conducted in a timely manner.	3.40	3.86
5. The CCR staff conducts business in a professional manner.	4.00	4.57
6. The CCR staff are knowledgeable regarding all aspects of their job.	3.80	4.14
7. The CCR staff provides extra service beyond the call of duty.	3.60	3.50
8. The services provided are better this year than last year.	3.80	3.33
9. I am satisfied with the overall service provided by CCR.	3.80	3.91

### Telephone Services

Telephone Services experienced a nice increase in the overall rating. Accessibility, responsiveness, professionalism, and knowledge increased while accuracy and timeliness decreased slightly. The service "beyond the call of duty" decreased the most, but the comments still reflect great satisfaction with Telephone Services. Cheri Woods, Ken Leverington, and Kathy Bartlett all received complements.

	<b>2006</b>	<b>2004</b>
1. The Telephone Services staff are easily accessible.	4.39	4.07
2. The staff are responsive to my needs.	4.38	4.24

Most of my contact is with Cheri Woods and Ken Leverington. These two individuals do a wonderful job, in my opinion.

I have had many occasions to contact various departments within Telephone Services and everyone is always pleasant and professional

Service is always given with a quick and friendly response.

Cheri Wood and Kathy Bartlett are very customer oriented and helpful.

The staff are always available and helpful.

I only deal with Kathy and I can't think of a more professional individual to work with. She's wonderful!

Very helpful.

### Bookstore, (Main Store, Razorback Shop and The Parking Spot)

The Bookstore's overall rating increased significantly. This is due to the increase in ratings received for costs, hours, professionalism, variety of products, inventory, and quality of the shopping environment. Two areas that decreased significantly are the availability of new and used textbooks. Only one of the ten textbook customers that were contacted responded to the survey, so it is difficult to gauge these responses. None of the comments provided addressed textbooks. One comment mentions Staples and the other two are directed at The Parking Spot. Generally, these numbers are very good.

	<b>2006</b>	<b>2004</b>
1. I am satisfied with the processes for ordering products.	4.02	4.05
2. I am satisfied with the cost of products.	3.31	3.17
3. I am satisfied with the availability of new textbooks.	2.27	3.09
4. I am satisfied with the availability of used textbooks.	2.20	3.09
5. The Bookstore offers convenient hours.	4.12	3.87
6. The Bookstore staff conducts business in a professional manner.	4.31	3.91
7. The Bookstore staff are knowledgeable regarding all aspects of their job.	3.98	4.05
8. I am satisfied with the variety of products offered.	3.98	3.65
9. The Bookstore has sufficient inventory.	3.84	3.64
10. I am satisfied with the overall quality of the shopping environment.	4.10	3.82
11. The services provided are better this year than last year.	3.33	3.10
12. I have heard of the new store, The Parking Spot.	3.61	
13. I know where it is located.	3.39	
14. I know that The Parking Spot offers a variety of products such as food & beverages, books and magazines, etc.	3.41	
15. I know that The Parking Spot offers car wash and oil change services.	3.39	
16. I know The Parking Spot has a digital photo center and an information center.	3.06	
17. I know The Parking Spot offers dry cleaning services.	3.45	
18. These services are important to me.	2.90	
19. I am satisfied with the overall service provided by the Bookstore.	4.02	3.59

#### Comments:

At times have not been able to find a desired item from Staples. Sometimes don't get all items from Bookstore at same time.

	<b>2006</b>	<b>2004</b>
1. I am satisfied with the processes for ordering products.	4.10	4.00
2. I am satisfied with the cost of products.	3.86	3.41
3. The Computer Store offers convenient hours.	4.37	3.65
4. The Computer Store staff conducts business in a professional manner.	4.16	3.82
5. I am satisfied with the variety of computer software.	4.10	3.53
6. I am satisfied with the variety of computer hardware.	4.08	3.41
7. The Computer Store has sufficient inventory.	3.84	3.22
8. The Computer Store staff are knowledgeable regarding all aspects of their job.	3.96	3.78
9. The Computer Store staff are responsive to my needs.	4.10	3.53
10. Computer business is handled accurately.	4.10	3.56
11. Computer Store business is handled in a timely manner.	4.08	3.81
12. I am satisfied with the overall quality of the shopping environment.	4.08	3.71
13. The services provided are better this year than last year.	3.28	3.11
14. I am satisfied with the overall service provided by the Computer Store.	4.04	3.58

**Comments:**

The pricing we get from Dell is not good. The rest of the products are quite good.

Elizabeth (Scopoli) Cunningham, Jeff Blevins, and Mark Morgan all are keepers and very helpful. In the past the frequent turnover of staff has led to too high a frequency of errors, in my opinion. This seems to have improved.

It would be nice if the Computer Store staff would come to the site to work on equipment. A lot of offices do not have the staffing that can take heavy equipment to the Computer Store for repair.

I only use Computer Store once this year, so I cannot answer the last question. One thing I would suggest is to speed up the response time to your customer who submit the request via your web site. I have to call to follow-up if they got my request or not. Once I get to talk to a real person, things going well and have my ...

The repair shop and Elizabeth are great. The front desk staff, not so much, but what do you expect?

Jeff helps us to meet our needs and is very professional and friendly.

Computer store personnel wander around and do not offer to help if there is more than one customer in the store at a time. If there are three employees to two customers, one customer is not being served. Maybe that is because the other two employees are busy taking care of a phone customer, but there never was a sign of ...

### PMC Solutions

**PMC - Print**

The overall rating for PMC Solutions - Print is down slightly, but the ratings received for 2006 look very good. There are a few that scored under 4.00, but most were well above. The next survey should be more helpful, if all the same statements are included. There were a few negative comments given, but Ed, Scooter and Carla received complements.

	<b>2006</b>	<b>2004</b>
1. I am satisfied with the quality of service provided.	4.20	4.29
2. I am satisfied with the quality of print work produced.	4.24	4.32
3. PMC Solution - Print provides convenient hours	4.22	

Comments:

I am very satisfied with PMC-Printing. They have always helped my department out when we needed something in a hurry. Everyone always goes above and beyond the norm. Ed and Scooter are terrific! Carla is great.

The staff are always helpful and supportive.

prices are awfully high.

Delivery time on promotional items has not been satisfactory.

Quality still needs to be worked on

**PMC -Copy**

The overall rating for PMC Solutions - Copy is down slightly from the 2004 overall rating. Most of the statement ratings are very good, scoring well over 4.00. Carla received mention again in the comments section.

	<b>2006</b>	<b>2004</b>
1. I am satisfied with the quality of service provided.	4.22	4.30
2. I am satisfied with the quality of copiers and copy work produced.	4.20	4.30
3. PMC Solutions - Copy provides convenient hours.	4.17	
4. Customers are treated courteously.	4.07	
5. PMC Solutions - Copy's copying services are in a convenient location.	4.27	4.00
6. The quality of copies and the copy work produced are worth the price.	3.98	
7. The PMC Solutions - Copy staff are prompt to assist me.	4.29	
8. The services provided by the PMC Solutions - Copy staff are consistent.	4.17	
9. The telephone is answered promptly.	4.00	
10. I am satisfied with the service provided by PMC Solutions - Copy.	4.22	
11. The services provided are better this year than last year.	3.56	
12. I will use PMC Solutions - Copy again for my next copy project.	4.20	
13. I would recommend PMC Solutions - Copy for copying services to others.	4.15	
14. I am satisfied with the overall value for PMC Solutions - Copy for copying services.	4.15	4.20

Comments:

I use PMC Solutions - Copy for a lot of things. They are always very courteous, and quick to get my job done. I never have any problems.

One staff member in the Union Copying Center has not been very customer service oriented, has been what I would consider mildly hostile. If not for Carla I don't know what I would have done. Carla is attentive, goes beyond what's required and is extremely knowledgeable and professional.

I thought we "had" to use the print and copy services if we were paying with UA Funds. This makes some of the questions a shoe in. Will we use them again? Yes-if we want copies of anything.

I am not happy with the response regarding leasing copiers or the options provided for leasing copiers.

**PMC -Mail**

8. The PMC Solutions - Mail staff provides extra service beyond the call of duty.	3.50	4.00
9. I am satisfied with the overall service provided by PMC Solutions - Mail.	3.75	3.81

Comments:

Wayne, who delivers our mail, is always professional, courteous and willing to do whatever we need for our mailings. GREAT asset!

Some of the staff go beyond the call of duty.

Steve delivers our mail daily. He is always very courteous and provides quality assistance when he delivers our mail. Also, when he is not here, Mel usually delivers our mail. She is also always very courteous and provides quality assistance to me.

there needs to be more notice taken in sorting the mail. We constantly get incorrect mail.

Mail coming from outside University campus to on campus departments takes way too long to reach the destination. Needs to improve campus delivery to departments.

would like to see off campus mail drops around campus.

We receive a lot of mail that isn't really ours.

Recently, the pickup of UPS parcels could be better.

Individual's delivering mail do fine. Have seen some improvement in accuracy of delivery but could be better. For awhile we received another building's mail daily.

Can there be a way of knowing that what is charged to our Department is accurate? On occasion we send out a large mailing. Is there a way that we can know how much that large mailing is? Right now, all they can tell me is that on such and such a date, we sent out more than usual.

Elaine and John are great, very knowledgeable. Getting departmental mail accurately and timely has been an issue on several occasions.

**PMC - Post Office**

The areas that are comparable indicate an increase in scoring. This is reflected in the overall rating, which increased as well. There were no negative comments made and Elaine and John received complements.

	2006	2004
1. I am satisfied with the quality of service provided.	4.20	
2. PMC Solutions - Post Office provides convenient hours.	4.05	3.71
3. Customers are treated courteously.	4.27	3.93
4. The PMC Solutions - Post Office makes it easy to mail items.	4.10	
5. The PMC Solutions - Post Office staff are knowledgeable about regulations and rates.	4.34	3.96
6. The PMC Solutions - Post Office is convenient.	4.10	
7. The PMC Solutions - Post Office staff provides assistance promptly.	4.24	
8. The telephone is answered promptly.	3.46	
9. The PMC Solutions - Post Office staff provides extra service beyond the call of duty.	3.49	
10. The services provided are better this year than last year.	3.15	3.15
11. I would recommend PMC Solutions - Post Office to others.	3.85	

The overall score for Transit has improved significantly. All areas have increased except for responsiveness and knowledge. These are two areas to explore for improvement. The comments reflect negativity but the overall rating indicates that customers are generally satisfied with Transit.

	2006	2004
1. The number of stops provided by Transit is adequate.	3.77	
2. I am satisfied with Transit's operating hours.	4.29	3.73
3. Transit drivers exhibit professionalism.	3.94	3.19
4. Transit is responsive to customer requests.	3.41	3.57
5. Transit staff are knowledgeable regarding all aspects of their job.	3.47	3.71
6. Transit stops are located in convenient locations.	4.12	3.31
7. Buses and equipment are in good condition and clean.	4.35	3.44
8. Transit service is reliable.	4.00	3.38
9. Passengers are safe on Transit buses.	4.18	3.81
10. Route information is easily obtainable.	3.82	3.61
11. The services are better this year than last year.	3.59	3.27
12. I am satisfied with the overall service provided by Transit.	4.29	3.50

**Comments:**

I do not agree with shortened bus routes during bad weather. If we are supposed to get there, the buses should run. Many will take the bus when there is bad weather. How can we make it to school when the buses won't travel there either.

I know it saves money to have everything on line, but I miss the transit maps that used to be produced. There will always be times when you need to know something and a computer is not available. It's fine to have stuff on line, but give us a printed copy too!

More evening routes for students who do not live on campus. Hear many complaints that some of the buses tend to run late.

a stop at ARTP will be required if not now but soon

**Parking**

The Parking overall rating has increased! All aspects increased except for the "better this year than last year" statement. Satisfaction with the price of permits and the availability increased significantly. Lighting and maintenance showed great improvement. There were, of course, many comments given by customers. Some were very negative, even sarcastic. Others were more understanding. Parking has shown much improvement from 2004.

	2006	2004
1. Parking rules and regulations are enforced equitably.	3.24	2.89
2. Parking spaces are available around campus.	2.43	1.96
3. Vehicles are safe in campus parking areas.	3.34	2.89
4. Lighting is good in campus parking areas.	3.57	2.67
5. Parking areas are in convenient locations.	2.75	2.04
6. Parking areas have adequate signs.	3.42	2.75
7. Parking facilities are well maintained.	3.58	2.82
8. Fines are resolved equitably.	2.76	2.14
9. Parking permits are reasonably priced.	2.15	1.81
10. The Parking staff addresses requests promptly.	3.48	3.31
11. Parking permits are easily purchased and obtained.	4.06	3.38
12. The Parking staff are knowledgeable regarding all aspects of their job.	3.67	3.54

I realize that Parking is a big issue for this campus. However, in regards to the handicap parking situation. These spots are not patrolled regularly. Many times the spots are taken by people without h-permits. This is a problem for the handicap permit holders.

I have a yellow permit, it's all I can afford. You keep shutting down the yellow lots and expect us to pay \$500+/year for parking. You also gave yellow permits to construction workers which makes it even harder to park. Why didn't you let them park in all the empty s ...

Parking staff have done an excellent. Something I disagree with (cost of parking permit and limited space for faculty/staff parking) is something they can do nothing about it. Please stop increasing parking cost for maybe one or two years to give everybody a break?

The expense of the Harmon Deck is too high and does not segregate faculty/staff from student parking spots. Plus inconvenience for paid permits when trying to exit facility. This is due impart to students who pay daily try to get out of the deck.

Surely the least "user friendly", most unresponsive, most autocratic, least fair campus-wide department.

Too many signs in the lots.

It is hard to get good grades when it comes to parking. This staff has one of the tougher jobs on campus.

It is interesting that you did not ask about the friendliness or professionalism of this department. This department treats their customers like scum. The definition of customer service is unknown to this division of Business Affairs. They need to paint the lines in ...

How many businesses require their employees to pay to come to work?

Affordable or free parking should be made available. Permit parking based upon salary is not fair or legal. All parking should be the same price.

I don't understand why we have to pay the prices we do to park on campus to "WORK". I feel like administration has made it very difficult in many ways NOT to make parking available for faculty and staff. Most staff employees don't make enough money to park in the parkin ...

not charging enough for permits