

Business Affairs
Customer Satisfaction Survey 2008
Summary 6/3/2008

The 2008 Customer Satisfaction Survey is the fourth consolidated Business Affairs customer survey. These surveys are conducted every other year with the last survey completed in 2006.

This year, 495 customers were targeted to receive the survey electronically using the SNAP software. 112 recipients responded. This indicates a 22.6% response rate, which is down from 2006. In 2006, 222 were mailed electronically and 80 responded, a 36.0% response rate. The timeframe chosen to send the survey coincided with many other surveys. It is possible that the saturation level caused the decrease in responses.

The SNAP software provides the ability to format the flow of the survey in many ways. You will note that although we had 112 people respond, on the final question regarding the overall services provided by Business Affairs, only 111 people responded. The software was set up to allow respondents the option of not answering every question. In other words, no respondent was forced to answer a question if they did not choose to do so. They were able to by-pass it by submitting a null response. Allowing this action caused the routing for the comment data for Risk Management to be inconsistent. The scoring results, however, were successfully retrieved.

The demographics of our respondents indicate that 6.4% were faculty, 87.6% were staff and 6.0% were students. The number of staff who responded increased significantly from 2006 when it was 67.0%. Of our employees, 63.3% were classified and 36.7% were non-classified in 2008. In 2006, 57.8%% were classified and 42.2% were non-classified.

As in the 2006 survey, the 2008 survey made statements to which customers could agree or disagree. The rating scale is as follows:

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

Business Affairs Units & Overall

| | 2008 | Standard Deviation | # of Respondents | 2006 | # of Respondents |
|--------------------------|-------------|---------------------------|-------------------------|-------------|-------------------------|
| Purchasing | 3.97 | 0.999 | 94 | 3.90 | 69 |
| Accounts payable | 4.07 | 0.900 | 82 | 3.46 | 63 |
| Travel | 4.53 | 0.710 | 88 | 4.54 | 41 |
| Surplus property | 3.98 | 0.981 | 54 | 4.02 | 54 |
| Pcard | 4.62 | | 71 | 3.53 | 67 |
| Staples | 4.27 | | 63 | 4.37 | 43 |
| VWR | 4.43 | 0.646 | 14 | 4.40 | 5 |
| Gas Cylinder | 4.33 | 0.778 | 12 | 4.33 | 6 |
| Risk Mgmt./Insurance | 4.25 | 0.794 | 24 | 4.13 | 23 |
| Workers' Compensation | 4.00 | 1.080 | 13 | 3.94 | 16 |
| Construction/Real Estate | 4.40 | 0.548 | 5 | 3.80 | 5 |
| Telephone Services | 4.21 | 0.823 | 87 | 4.30 | 61 |
| Bookstore | 4.01 | | 75 | 4.02 | 49 |
| Main Store | 4.11 | 0.808 | 70 | | |
| Razorback Shop | 4.13 | 0.806 | 61 | | |
| Parking Spot | 3.71 | 0.979 | 49 | | |
| Computer Store | 4.10 | 0.813 | 68 | 4.04 | 51 |
| PMC Solutions - Print | 4.05 | 0.918 | 79 | 4.04 | 51 |
| PMC Solutions - Copy | 4.22 | 0.825 | 60 | 4.15 | 41 |
| PMC Solutions - Mail | 3.95 | 0.913 | 62 | 3.75 | 49 |
| PMC Solutions - P.O. | 4.20 | 0.782 | 50 | 3.93 | 41 |
| Transit | 4.12 | 0.600 | 17 | 4.07 | 17 |
| Parking | 3.08 | 1.163 | 76 | 3.02 | 67 |
| Website | 3.67 | | 92 | 3.60 | 70 |
| AVCB Overall | 4.05 | 0.755 | 111 | 4.01 | 78 |

Business Affairs Customer Satisfaction Survey 2008

Detail by Department

5/23/2008

The following ratings were used to measure the results of the survey: **5 = Strongly Agree; 4 = Agree; 3 = Neutral; 2 = Disagree; 1 = Strongly Disagree**

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

Business Office

Purchasing

(94 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Purchasing staff are easily accessible. | 3.84 | 3.83 | 3.90 |
| 2. The Purchasing staff are responsive to my needs. | 3.98 | 3.99 | 3.86 |
| 3. Purchasing business is handled accurately. | 4.10 | 4.22 | 4.10 |
| 4. Purchasing business is conducted in a timely manner. | 3.85 | 3.72 | 3.86 |
| 5. The Purchasing staff conducts business in a professional manner. | 4.16 | 4.13 | 4.24 |
| 6. The Purchasing staff provides extra service beyond the call of duty. | 3.62 | 3.61 | 4.08 |
| 7. The Purchasing staff are knowledgeable regarding all aspects of their job. | 4.08 | 3.61 | 4.29 |
| 8. The services provided are better this year than last year. | 3.36 | 2.93 | 3.22 |
| 9. I am satisfied with the overall service provided by Purchasing. | 3.97 | 3.90 | 3.94 |

Comments:

(Comments are shown exactly as provided by respondents.)

Ellen Ferguson who handles most of the submissions from our department is fantastic!

Ellen is our purchasing agent and she has been great for many years.

HAVE A LOT OF REQ T ON BENCH THAT ARE OLD ALL THE WAY BACK TO JULY WITH KNOW PO'S.

I appreciate all support staff in the purchasing office. Whenever I call on someone for assistant in that office, I'm thoroughly pleased and satisfied with the information I'm provided.

I can send an e-mail to my buyer and I may get an answer and I may not. If there is a problem with the req. I never know about it unless I contact the

I wish I could "Strongly agree" to most of the questions because the buyer assigned to our college deserves considerably better marks. But I have a real problem whenever he is out of the office. Some of the employees who are supposed to step in for him don't; they don't even bother to return my e-mail messages and let me know that they aren't planning to help out. Is this acceptable?

Inconsistent processing, you never really know how long something will take. If the purchasing office needs more information or has a question about something you have submitted - they may or may not call and talk to you about it, sometimes it just sits there until you figure out that it has not been processed through. Sometimes they are very responsible sometimes not. Once I enter something into basis, I expect it to be processed and that if there

problem, someone from the purchasing office will let me know. Purchasing is just one of many - many diverse things we do, so we're not just sitting at a computer checking in the system to following something through to make sure it has been completed. No one has time to do this, but somehow we feel the purchasing office feels like it is our responsibility to follow a purchase all the way through the system, so that we can call them when it gets hung up.

Purchasing in the Printing area seems to be slow

Rarely able to get my buyer when I call. Usually have to wait for a call back. Helpful, courteous and friendly when they call. Would prefer to talk to a person rather than leave a message.

Sometimes it takes a long time to get PO's issued on Requisitions and I'm never told if there is a hold up on an order that I may not have known about.

The one thing that bothers me sometimes is the lack of feedback to know if/when a PO has been sent out.

The purchasing staff needs refresher training on the use of BASIS system to improve their relationships with training users and increase their own product in the day to day operations. They understand all the additional requirements of the purchasing laws but have not added any technological improvement UPS to help the end user or their own department. Purchasing personnel are friendly and nice people but most departmental users are frustrated with the response time with getting orders out (especially when the buyer is out and their workload is left to unattended) and with resolving the problems that arise weekly out of the purchasing process.

With only a couple of exceptions, I have always had positive experiences with purchasing

Accounts Payable

(82 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Accounts Payable staff are easily accessible. | 3.96 | 3.37 | 3.74 |
| 2. The Accounts Payable staff are responsive to my needs. | 4.14 | 3.43 | 3.79 |
| 3. Accounts Payable business is handled accurately. | 4.16 | 3.57 | 4.00 |
| 4. Accounts Payable business is conducted in a timely manner. | 4.04 | 3.44 | 3.63 |
| 5. The Accounts Payable staff conducts business in a professional manner. | 4.23 | 3.41 | 3.95 |
| 6. The Accounts Payable staff are knowledgeable regarding all aspects of their job. | 4.14 | 3.33 | 3.79 |
| 7. The Accounts Payable staff provides extra service beyond the call of duty. | 3.76 | 3.16 | 3.92 |
| 8. The services provided are better this year than last year. | 3.60 | 2.71 | 2.64 |
| 9. I am satisfied with the overall service provided by Accounts Payable. | 4.07 | 3.46 | 3.68 |

Comments:

(Comments are shown exactly as provided by respondents.)

I am pleased with the performance of our AP staff. Our payor is cooperative, accurate and friendly. When she is out, another employee always helps. A department seems to be well managed. The supervisor is very knowledgeable; he is always accessible and ready to answer questions, solve problems and take care of any AP issues that may come up.

I appreciate the ladies I work with daily. They were helpful and patient when I first started my job here and they continue to be great to work with. Alic Deece and Ellen Ferguson are always professional and take very good care of me any time I have any need.

Invoices are paid on time and I receive the necessary information immediately to settle any issues that arise.

NEED TO BE FRIENDLY WHEN THEY ARE TALKING TO YOU, AND KNOW BE SHORT.

Often cannot get anyone on the phone - we leave a lot of messages, but don't get a timely response. We are asked to send documentation multiple times to resolve the same problem, the payer never seems to get what we send. When we talk to our payer to have something changed, adjusted, problem resolved I think we have about a 50/50 chance that it will be done as requested. The faxed list of outstanding payables is a waste of paper.

Oh, gosh! This is very detailed. All I really know for sure is that when I need help and call, the people in the Business Affairs office help me every time!

Vickki does a very good job for us.

personnel change certainly helped!

Surplus Property (54 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Surplus Property staff are easily accessible. | 3.87 | 4.00 | 3.88 |
| 2. The Surplus Property staff are responsive to my needs. | 3.89 | 4.02 | 3.94 |
| 3. Surplus Property business is handled accurately. | 3.96 | 4.02 | 3.80 |
| 4. Surplus Property business is conducted in a timely manner. | 3.81 | 3.90 | 3.73 |
| 5. The Surplus Property staff conducts business in a professional manner. | 4.00 | 4.15 | 3.88 |
| 6. The Surplus Property staff are knowledgeable regarding all aspects of their job. | 4.09 | 4.00 | 4.00 |
| 7. The Surplus Property staff provides extra service beyond the call of duty. | 3.40 | 3.32 | 4.27 |
| 8. The services provided are better this year than last year. | 3.18 | 3.05 | 3.08 |
| 9. I am satisfied with the overall service provided by Surplus Property. | 3.98 | 4.02 | 3.82 |

Comments:

(Comments are shown exactly as provided by respondents.)

I never speak to a person...it's all online and through campus mail until the items are picked up. It is quick and easy and I've had no problems at all.

Keep up the good work.

Surplus needs to be more accurate about equipment records that have been surplus to their office.

Wenoah Goodson and the surplus property staff are excellent, and they go above and beyond the call of duty on a regular basis.

Travel

(88 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Travel staff are easily accessible. | 4.15 | 4.32 | 3.73 |
| 2. The Travel staff are responsive to my needs. | 4.56 | 4.41 | 3.91 |
| 3. Travel business is handled accurately. | 4.58 | 4.57 | 4.36 |
| 4. Travel business is conducted in a timely manner. | 4.56 | 4.43 | 4.00 |
| 5. The Travel staff conducts business in a professional manner. | 4.71 | 4.63 | 3.86 |
| 6. The Travel staff are knowledgeable regarding all aspects of their job. | 4.69 | 4.56 | 4.32 |
| 7. The training provided by the Travel staff is helpful. | 4.49 | 4.26 | |
| 8. Travel policies and procedures are well documented. | 4.35 | 4.33 | |
| 9. The Travel staff provides extra service beyond the call of duty. | 4.49 | 4.32 | 3.75 |
| 10. The T-Card is a convenient travel tool. | 4.48 | 3.94 | |
| 11. The services provided are better this year than last year. | 4.00 | 3.93 | 3.05 |
| 12. I am satisfied with the overall service provided by Travel. | 4.53 | 4.54 | 3.85 |

Comments:

(Comments are shown exactly as provided by respondents.)

Carol and Rosa are great. They always help no matter how stupid my question. I think with all the travelers at the University, they are miracle workers it all done as quickly as they do.

Donna, Rosa, & Carol are always helpful. They promptly answer any questions I ask in order to proceed with my job.

Great!

I normally do not use the Travel Office but when I need to fill in for the person who does. Travel employees go out of the way to help walk me thru and always nice about it even when I know they are busy.

Love the T card, wish we could use it for everything. We have an excellent Travel staff.

One of many reasons I love working for the U of A is that I interact with many people in many departments across campus. The ladies in the Travel Office exceptional and I appreciate them. They are always professional and pleasant to work with.

One of the best offices on campus (or off for that matter.)

Our travel business is well managed. Answers to my questions are answered promptly. Issues are resolved quickly.

Personnel in Travel Office are all extremely helpful and friendly. I appreciate their willingness to work with us through unusual situations.

Sometimes when I've looked for written info, I haven't found it (but then sometimes I'm looking for really weird stuff). When I call, though, I can get an answer (and sometimes my questions are really weird...) and help.

The entire staff of the Travel Services department have always been most helpful and have gone out of their way to provide the best of service.

The leadership and support staff in the Travel office is outstanding. They go the extra step to make sure departmental users get the training and continue help they need to perform their jobs. They have a 'can do' attitude which helps everyone deal with the bureaucratic rules. I think the Purchasing agents and their leadership need to look to the Travel group for inspiration and improvement in customer relations and training methods.

The travel staff have always been exceptional.

They are GREAT!!!!

This department does a great job in working with us on complex issues. They are available, responsive and helpful. I think this department conducts the business more effectively than any other department in Business Affairs.

This entire staff does a great job in everything they do. It is always a pleasure working with them.

Travel Services are excellent! Suggestion: Automatic deposit of travel reimbursements to employees checking accounts. Handle same as payroll checks

Travel has always done a good job. Find Rosa and Carol to always go the extra step to help if they can. They are extremely easy to work with.

my trouble with ua travel is probably within our department, and not with business affairs staff. In fact, ba staff has helped me straighten things out where were errors coming from our travel administrator.

Pcard

(71 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The training I received was adequate and appropriate to use the Pcard. | 4.57 | 3.52 | |
| 2. The Pcard is helpful in fulfilling my purchasing needs. | 4.69 | | |
| 3. The Pcard staff are easily accessible. | 4.60 | 3.54 | |
| Overall: | 4.62 | 3.53 | 4.38 |

Comments:

(Comments are shown exactly as provided by respondents.)

Connie & Marla are always so helpful.

Connie Oberg and staff have always been extremely helpful and have gone out of their way to be helpful in all matters.

Connie is the best! She is always helpful.

Connie knows her "poop". Think she does a great job and is always willing to help.

I HAVE KNOW PROBLEMS WITH CONNIE OR MARLA, THEY ARE GREAT

These people are great to work with, very professional, helpful and friendly.

Staples

(63 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. I am satisfied with the performance of the products available from Staples on-line or in the catalog. | 4.40 | 4.40 | |
| 2. I am satisfied with the delivery service on products ordered from Staples. | 4.15 | 4.33 | |
| 3. I am satisfied that the Staples products offer good value for the price. | 4.15 | | |
| 4. I purchase the majority of the departmental office supplies from Staples. | 4.39 | | |
| Overall: | 4.27 | 4.37 | 4.29 |

Comments:

(Comments are shown exactly as provided by respondents.)

Convenient and excellent service!

Devlivery of Staple products are not always dependable and most but not all items are less expensive.

I approve all Staples entries for orders placed by Pat Stout and Connie Tharel. I'm satisfied with the billing procedure.

I normally do not order supplies for the office but when I do everything is easy to obtain.

I wish Staples had more variety of items. Sometimes there are only one or two of an item and not a good choice. I don't like that if we have to return something for the exact same item Staples has to do a refund and then rebill us for the exact item. That means three transactions that have to be appro BASIS when we are simply exchanging a like item. There is no money difference yet there is so much more work involved.

Sometimes the deliveries take over a week to arrive at the office.

Sometimes things get lost and most times are not delivered next day as promised. Not sure if this is Staples or the bookstore.

We truly appreciate the convenience, the accuracy, and the swift delivery of our office supplies.

VWR

(14 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. The VWR staff are easily accessible. | 4.40 | 4.20 | |
| 2. The VWR staff are responsive to my needs. | 4.60 | 4.60 | |
| 3. VWR business is handled accurately. | 4.20 | 4.60 | |
| 4. VWR business is conducted in a timely manner. | 4.60 | 4.60 | |
| 5. The VWR staff conducts business in a professional manner. | 4.67 | 4.60 | |
| 6. The VWR staff are knowledgeable regarding all aspects of their job. | 4.47 | 4.60 | |
| 7. The VWR staff provides extra service beyond the call of duty. | 4.27 | 4.20 | |
| 8. The services provided are better this year than last year. | 4.20 | 3.60 | |
| 9. I am satisfied with the overall service provided by VWR. | 4.43 | 4.40 | 3.50 |

Comments:

(Comments are shown exactly as provided by respondents.)

I'm very pleased with the new procedure for ordering on-line and the charges posted in the Ebusiness Partners system.

Gas Cylinder (12 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Gas Cylinder staff are easily accessible. | 4.25 | 4.33 | |
| 2. The Gas Cylinder staff are responsive to my needs. | 4.50 | 4.50 | |
| 3. Gas Cylinder business is handled accurately. | 4.50 | 4.50 | |
| 4. Gas Cylinder is conducted in a timely manner. | 4.42 | 4.50 | |
| 5. The Gas Cylinder conducts business in a professional manner. | 4.42 | 4.50 | |
| 6. The Gas Cylinder staff are knowledgeable regarding all aspects of their job. | 4.42 | 4.17 | |
| 7. The Gas Cylinder staff provides extra service beyond the call of duty. | 4.33 | 4.17 | |
| 8. The services provided are better this year than last year. | 3.69 | 3.50 | |
| 9. I am satisfied with the overall service provided by Gas Cylinder. | 4.33 | 4.33 | 4.40 |

Comments:

(Comments are shown exactly as provided by respondents.)

Dwayne is very helpful with our faculty and staff and he is so accommodating when it comes to changes in purchase orders, which I'm more involved with

I actually have no idea where the staff are...we are billed monthly for a helium tank we keep in our building. I have no complaints

My use pretty much limited to approving rental of the tank each month. We haven't been using much gas.

Risk Management (24 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Risk Management staff are easily accessible. | 4.08 | 4.04 | 3.53 |
| 2. The Risk Management staff are responsive to my needs. | 4.16 | 4.09 | 3.88 |
| 3. Insurance/risk prevention is handled accurately. | 4.21 | 4.04 | 3.94 |
| 4. Risk Management/Insurance business is conducted in a timely manner. | 4.25 | 3.96 | 3.82 |
| 5. The Risk Management staff conducts business in a professional manner. | 4.25 | 4.31 | 4.18 |
| 6. The Risk Management staff are knowledgeable regarding all aspects of their job. | 4.08 | 3.96 | 4.23 |
| 7. The Risk Management staff provides extra service beyond the call of duty. | 3.87 | 3.61 | 4.08 |
| 8. The services provided are better this year than last year. | 3.52 | 2.96 | 3.18 |
| 9. I am satisfied with the overall service provided by Risk Management/Property & Casualty Insurance. | 4.25 | 4.13 | 3.86 |

Comments:

Comments Routing Failed

Workers' Compensation (13 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. The Workers' compensation staff are easily accessible. | 4.08 | 4.00 | 3.11 |
| 2. The Workers' compensation staff are responsive to my needs. | 4.08 | 3.94 | 2.89 |
| 3. Workers' Compensation business is handled accurately. | 4.15 | 3.88 | 3.00 |
| 4. Workers' Compensation business is conducted in a timely manner. | 4.00 | 3.88 | 2.89 |
| 5. The Workers' Compensation staff conducts business in a professional manner. | 4.08 | 4.00 | 3.45 |
| 6. The Workers' Compensation staff are knowledgeable regarding all aspects of their job. | 4.15 | 3.88 | 3.11 |
| 7. The Workers' Compensation staff provides extra service beyond the call of duty. | 3.77 | 3.69 | 2.63 |
| 8. The services provided are better this year than last year. | 3.42 | 3.56 | 4.11 |
| 9. I am satisfied with the overall service provided by Workers' Compensation. | 4.00 | 3.94 | 3.15 |

Comments:

None.

Construction Procurement/Contracting, Contract Administration, Real Estate Administration (C (5 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. The CCR staff are easily accessible. | 4.20 | 3.80 | 3.71 |
| 2. The CCR staff are responsive to my needs. | 4.40 | 3.80 | 3.86 |
| 3. CCR business is handled accurately. | 4.60 | 3.80 | 4.29 |
| 4. CCR business is conducted in a timely manner. | 4.40 | 3.40 | 3.86 |
| 5. The CCR staff conducts business in a professional manner. | 4.60 | 4.00 | 4.57 |
| 6. The CCR staff are knowledgeable regarding all aspects of their job. | 4.60 | 3.80 | 4.14 |
| 7. The CCR staff provides extra service beyond the call of duty. | 4.00 | 3.60 | 3.50 |
| 8. The services provided are better this year than last year. | 3.60 | 3.80 | 3.33 |
| 9. I am satisfied with the overall service provided by CCR. | 4.40 | 3.80 | 3.91 |

Comments:

(Comments are shown exactly as provided by respondents.)

They do a wonderful job for us.

Telephone Services (87 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. The Telephone Services staff are easily accessible. | 4.28 | 4.39 | 4.07 |
| 2. The staff are responsive to my needs. | 4.22 | 4.38 | 4.24 |
| 3. Calls and other business are handled accurately. | 4.14 | 4.26 | 4.32 |
| 4. Telephone related business is conducted in a timely manner. | 4.22 | 4.31 | 4.32 |
| 5. The Telephone Services staff conducts business in a professional manner. | 4.26 | 4.36 | 4.17 |
| 6. The Telephone Services staff are knowledgeable regarding all aspects of their job. | 4.26 | 4.23 | 4.21 |
| 7. The Telephone Services staff provides extra service beyond the call of duty. | 3.85 | 3.90 | 4.38 |
| 8. The services provided are better this year than last year. | 3.51 | 3.49 | 3.15 |
| 9. I am satisfied with the overall service provided by Telephone Services. | 4.21 | 4.30 | 4.11 |

Comments:

(Comments are shown exactly as provided by respondents.)

All staff members have been wonderful each time I have made contact.

People I've dealt with are really nice and helpful.

Response time is amazing and we seem to frequently have requests to move or change phones. The Telephone office staff are great

The ONLY concern I have with Telephone Services is that many calls are not re-directed on campus correctly. Of course, the campus is getting larger and difficult to navigate but other campuses have to do that as well. Is there some type of orientation or training that could help the staff be more familiar w campus and what certain areas do, etc.?

The woman who answers calls has been rude to me every time I have spoken with her.

There is a perception that calls are forwarded from the main switchboard in a random matter because the operators are not aware of the functions of th various units on campus. I do not call the main # very often, but when I have the greeting the operators use when answering the main phone line gets c because they are just saying "University". I know they probably say that to save time because of the volume of call,but it may give a better impression t callers if they could say "good morning" or "good afternoon" first and expand "University" to University of Arkansas".....just a suggestion.

They just need to listen more carefully are where the call needs to be forwarded.

Bookstore, (Main Store, Razorback Shop and The Parking Spot) (75 Respondents)

| | | 2008 | 2006 | 2004 |
|---|--------------|-------------|-------------|-------------|
| 1. I am satisfied with the processes for ordering products. | (All stores) | 3.94 | 4.02 | 4.05 |
| Main Store | | 4.22 | | |
| Razorback Shop | | 3.94 | | |
| The Parking Spot | | 3.49 | | |
| 2. I am satisfied with the cost of products. | (All stores) | 3.14 | 3.31 | 3.17 |
| Main Store | | 3.17 | | |
| Razorback Shop | | 3.11 | | |
| The Parking Spot | | 3.14 | | |
| 3. I am satisfied with the availability of new textbooks. | | 3.79 | 2.27 | 3.09 |
| 4. I am satisfied with the availability of used textbooks. | | 3.30 | 2.20 | 3.09 |
| 5. The Bookstore offers convenient hours. | | 3.79 | 4.12 | 3.87 |
| 6. The Bookstore staff conducts business in a professional manner. | (All stores) | 4.03 | 4.31 | 3.91 |
| Main Store | | 4.16 | | |
| Razorback Shop | | 4.12 | | |
| The Parking Spot | | 3.76 | | |
| 7. The Bookstore staff are knowledgeable regarding all aspects of their job. | (All stores) | 3.95 | 3.98 | 4.05 |
| Main Store | | 4.04 | | |
| Razorback Shop | | 4.10 | | |
| The Parking Spot | | 3.62 | | |
| 8. I am satisfied with the variety of products offered. | (All stores) | 3.88 | 3.98 | 3.65 |
| Main Store | | 3.91 | | |
| Razorback Shop | | 4.07 | | |
| The Parking Spot | | 3.59 | | |
| 9. The Bookstore has sufficient inventory. | | N/A | 3.84 | 3.64 |
| 10. I am satisfied with the overall quality of the shopping environment. | (All stores) | 3.98 | 4.10 | 3.82 |
| Main Store | | 4.09 | | |
| Razorback Shop | | 4.10 | | |
| The Parking Spot | | 3.67 | | |
| 11. The services provided are better this year than last year. | | 3.29 | 3.33 | 3.10 |
| 12. I have heard of The Parking Spot. | | 4.18 | 3.61 | |
| 13. I know where it is located. | | 4.04 | 3.39 | |
| 14. I know that The Parking Spot offers a variety of products such as food & beverages, books and magazines, etc. | | 4.05 | 3.41 | |
| 15. I know that The Parkinbg Spot offers mailing and shipping services. | | 3.71 | | |
| 16. I know that The Parking Spot offers car wash and oil change services. | | N/A | 3.39 | |
| 17. I know The Parking Spot has a digital photo center and an information center. | | 3.62 | 3.06 | |
| 18. I know The Parking Spot offers dry cleaning services. | | 3.98 | 3.45 | |
| 19. These services are important to me. | | 3.06 | 2.90 | |
| 20. I am satisfied with the overall service provided by the Bookstore. | (All stores) | 4.01 | 4.02 | 3.59 |
| Main Store | | 4.11 | | |
| Razorback Shop | | 4.13 | | |
| The Parking Spot | | 3.71 | | |

Comments:

(Comments are shown exactly as provided by respondents.)

Have never heard of the Parking Spot

Have not heard much about Parking Spot

I basically don't go to the Razorback Shop and have never been to the Parking Spot. I remember when the Razorback Shop had the most wonderful collection of greeting cards, and a lot of unusual ones that I never saw elsewhere. Razorback Shop no longer has that wonderful assortment, and it's kind of disappointing but I suppose there weren't many customers for that.

I have never shop, or otherwise at the Parking Spot. Hope to go by there when the weather gets better to see what it is like, and what it has to offer. This survey has helped me to realize what they have to offer.

Rarely use the parking spot. Out of the way and not convenient for me.

So, exactly where is the Parking Spot?

THE MUSIC PLAYING ON THE PA AT HARMON DECK IS HIDEOUS!!! THEN THE ANNOUNCEMENTS COME ON EVEN LOUDER! SO YOU ARE WAITING FOR THE ELEVATOR WITH HORRIBLE MUSIC BLARING INTO YOUR EAR IN A CONCRETE CAVE! AND THEN SOMEONE SCREAMS ABOUT SCANTRONS OR COFFEE BE YOU!!! TURN IT DOWN. I HAVE PERSONALLY ASKED ABOUT 10 TIMES AND THE VOLUME HAS NEVER BEEN ADJUSTED AND THIS WEEK SOMEONE IS PLAYING MUSIC FROM THE 1950'S...THAT IS 58 YEARS AGO...

haven't used parking spot

Computer Store (68 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. I am satisfied with the processes for ordering products. | 4.07 | 4.10 | 4.00 |
| 2. I am satisfied with the cost of products. | 3.78 | 3.86 | 3.41 |
| 3. The Computer Store offers convenient hours. | 4.00 | 4.37 | 3.65 |
| 4. The Computer Store staff conducts business in a professional manner. | 4.13 | 4.16 | 3.82 |
| 5. I am satisfied with the variety of computer software. | 3.87 | 4.10 | 3.53 |
| 6. I am satisfied with the variety of computer hardware. | 3.97 | 4.08 | 3.41 |
| 7. The Computer Store has sufficient inventory. | 3.67 | 3.84 | 3.22 |
| 8. The Computer Store staff are knowledgeable regarding all aspects of their job. | 4.13 | 3.96 | 3.78 |
| 9. The Computer Store staff are responsive to my needs. | 4.13 | 4.10 | 3.53 |
| 10. Computer business is handled accurately. | 4.25 | 4.10 | 3.56 |
| 11. Computer Store business is handled in a timely manner. | 4.15 | 4.08 | 3.81 |
| 12. I am satisfied with the overall quality of the shopping environment. | 4.01 | 4.08 | 3.71 |
| 13. The services provided are better this year than last year. | 3.57 | 3.28 | 3.11 |
| 14. I am satisfied with the overall service provided by the Computer Store. | 4.10 | 4.04 | 3.58 |

Comments:

(Comments are shown exactly as provided by respondents.)

Absolutly great.

Elizabeth and her crew are the best.

I don't know if things are better this year than last. I do know that whenever anyone wants me to order something for a computer, I always check the C Store. Very often the price is better there than they have found online or wherever. (Somethings are cheaper at Wal-Mart, of course--ink cartridges--bu the Computer Store is best for departmental stuff.)

It took a third visit to order a battery charger for a camera owned by our department. The third time, Ethan helped me, within 5 minutes he had a charg battery ordered for me. Thank you Ethan.

Jeff is great. Very Helpful.

On the website for ordering online, you need to be able to let departmental reps have more than one address. I work for 3 different departments, but ca have 1 ship-to address. NOT convenient at all.

The staff is excellent!

Wish all software for Students and Staff/Depts could be purchased through one destination.

PMC Solutions - Print (79 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. I am satisfied with the quality of service provided. | 4.18 | 4.20 | 4.29 |
| 2. I am satisfied with the quality of print work produced. | 4.29 | 4.24 | 4.32 |
| 3. PMC Solution - Print provides convenient hours. | 4.00 | 4.22 | |
| 4. Customers are treated courteously. | 4.37 | 4.20 | |
| 5. PMC Solutions - Print's printing services are in a convenient location. | 3.95 | 4.30 | |
| 6. The quality of print products are worth the price. | 3.82 | 3.87 | |
| 7. The PMC Solutions - Print staff are prompt to assist me. | 4.23 | 4.24 | |
| 8. The services provided by the PMC Solutions - Print staff are consistent. | 4.22 | 4.13 | |
| 9. The PMC Solutions - Print staff provides extra service beyond the call of duty. | 3.91 | 4.04 | |
| 10. The telephone is answered promptly. | 4.13 | 3.98 | |
| 11. I am satisfied with the service provided by PMC Solutions - Print. | 4.12 | 4.15 | |
| 12. The services provided are better this year than last year. | 3.59 | 3.50 | |
| 13. I will use PMC Solutions - Print again for my next printing project. | 4.08 | 4.30 | |
| 14. I would recommend PMC Solutions - Print for printing services to others. | 4.01 | 4.11 | |
| 15. I am satisfied with the overall value for PMC Solutions - Print for printing services. | 4.05 | 4.17 | 4.31 |

Comments:

(Comments are shown exactly as provided by respondents.)

Mostly my comment for PMC Solutions - Print is WOW! I am often astonished at how quickly jobs get done. I am entirely satisfied with PMC Solutions - P

PMC solutions has always gone above the call of duty for me.

Prices for printing are high compared with outside sources and turnaround time is slower.

Scoter and Ed are the ABSOLUTE BEST!!!!

Scoter is our pickup/delivery person. He is great!

The only two employees that I actually enter act with is Scotter & Eddie. Scotter come in twice a day to pick up and Eddie delivers our paper and they ar very easy to get along with and very plesant.

The prices they offer are so much higher than anything around town. The quality of work is equal to any other print shop in town and would love to use their prices were comparable.

The staff has gone out of their way to provide services for our department, often working on very short notice. They are excellent!

We have to take many of our jobs to vendors off campus because PMC-print cannot get the job done in the time frame needed or are not copetatively pri

PMC Solutions - Copy (60 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. I am satisfied with the quality of service provided. | 4.23 | 4.22 | 4.30 |
| 2. I am satisfied with the quality of copiers and copy work produced. | 4.17 | 4.20 | 4.30 |
| 3. PMC Solutions - Copy provides convenient hours. | 4.19 | 4.17 | |
| 4. Customers are treated courteously. | 4.30 | 4.07 | |
| 5. PMC Solutions - Copy's copying services are in a convenient location. | 4.10 | 4.27 | 4.00 |
| 6. The quality of copies and the copy work produced are worth the price. | 4.14 | 3.98 | |
| 7. The PMC Solutions - Copy staff are prompt to assist me. | 4.28 | 4.29 | |
| 8. The services provided by the PMC Solutions - Copy staff are consistent. | 4.36 | 4.17 | |
| 9. The PMC Solutions - Copy staff provides extra service beyond the call of duty. | 4.14 | | |
| 10. The telephone is answered promptly. | 4.21 | 4.00 | |
| 11. I am satisfied with the service provided by PMC Solutions - Copy. | 4.23 | 4.22 | |
| 12. The services provided are better this year than last year. | 3.79 | 3.56 | |
| 13. I will use PMC Solutions - Copy again for my next copy project. | 4.27 | 4.20 | |
| 14. I would recommend PMC Solutions - Copy for copying services to others. | 4.23 | 4.15 | |
| 15. I am satisfied with the overall value for PMC Solutions - Copy for copying services. | 4.22 | 4.15 | 4.20 |

Comments:

(Comments are shown exactly as provided by respondents.)

Carla is wonderful! She has been helping me for two years and has always gone out of her way to ensure my jobs get done properly.

I guess my comments for PMC Solutions - Print should really go for PMC Solutions - Copy. I've only been to the print shop down on Mitchell once--but th good, and fast. Most of my contact is with the copy shop in the Union. They are great!

Scooter and Ed are the ABSOLUTE BEST!!!

Scooter is our pickup guy, and he is great!

The locations are "clustered" on one section of campus, making the locations a bit inconvenient. One in the Union is good, the other should be in anothe of campus. However, the pick up/drop off service provided is/was excellent.

The staff has gone out of their way to provide us excellent service. We often have very short notice and they have always managed to come through for appreciate them so much.

PMC Solutions - Mail (62 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. I am satisfied with the mailing service offered by PMC Solutions - Mail. | 4.06 | 3.69 | |
| 2. Customers are treated courteously. | 4.26 | 4.14 | |
| 3. I am satisfied with the mail drop-off and pick-up locations. | 3.94 | 3.84 | 3.70 |
| 4. The PMC Solutions - Mail staff provides quality assistance. | 4.06 | 3.82 | |
| 5. The PMC Solutions - Mail staff provides assistance promptly. | 4.02 | 3.78 | |
| 6. The mail service is very reliable. | 3.91 | 3.45 | 3.72 |
| 7. The telephone is answered promptly. | 3.93 | 3.43 | |
| 8. The PMC Solutions - Mail staff provides extra service beyond the call of duty. | 3.79 | 3.50 | 4.00 |
| 9. I am satisfied with the overall service provided by PMC Solutions - Mail. | 3.95 | 3.75 | 3.81 |

Comments:

(Comments are shown exactly as provided by respondents.)

Awesome group!

I have been very satisfied with my dealings at the PMC mail office in the Union but the mail service inside my building could use a little work. I usually g mail, but I usually get a lot of other departments' mail as well.

MAIL NEVER COMES ON TIME MORNING MAIL MAY NOT GET HERE TILL AFTER LUNCH. AFTER NOON MAIL MAY NOT GET HERE TILL AFTER 4:00.

Most days there are several pieces of mail including checks that are misdelivered.

Our mailboxes have combination locks which do not work well, so our mailbox is insecure. Other places on campus have keys.

We have a very difficult time figuring out what we are being billed for - they don't have a good system for tracking what goes out - especially related to mailings or mailings handled through Mailco.

PMC Solutions - Post Office (50 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. I am satisfied with the quality of service provided. | 4.29 | 4.20 | |
| 2. PMC Solutions - Post Office provides convenient hours. | 4.13 | 4.05 | 3.71 |
| 3. Customers are treated courteously. | 4.24 | 4.27 | 3.93 |
| 4. The PMC Solutions - Post Office makes it easy to mail items. | 4.21 | 4.10 | |
| 5. The PMC Solutions - Post Office staff are knowledgeable about regulations and rates. | 4.33 | 4.34 | 3.96 |
| 6. The PMC Solutions - Post Office is convenient. | 4.08 | 4.10 | |
| 7. The PMC Solutions - Post Office staff provides assistance promptly. | 4.17 | 4.24 | |
| 8. The telephone is answered promptly. | 4.02 | 3.46 | |
| 9. The PMC Solutions - Post Office staff provides extra service beyond the call of duty. | 3.82 | 3.49 | |
| 10. The services provided are better this year than last year. | 3.76 | 3.15 | 3.15 |
| 11. I would recommend PMC Solutions - Post Office to others. | 4.20 | 3.85 | |
| 12. I am satisfied with the overall service provided by the PMC Solutions - Post Office. | 4.20 | 4.07 | 3.69 |

Comments:

(Comments are shown exactly as provided by respondents.)

My only disappointment is that you don't have commemorative stamps!

Transit (17 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. The number of stops provided by Transit is adequate. | 3.44 | 3.77 | |
| 2. I am satisfied with Transit's operating hours. | *** | 4.29 | 3.73 |
| 3. Transit drivers exhibit professionalism. | 4.39 | 3.94 | 3.19 |
| 4. Transit is responsive to customer requests. | 4.00 | 3.41 | 3.57 |
| 5. Transit staff are knowledgeable regarding all aspects of their job. | 4.11 | 3.47 | 3.71 |
| 6. Transit stops are located in convenient locations. | 3.83 | 4.12 | 3.31 |
| 7. Buses and equipment are in good condition and clean. | 4.22 | 4.35 | 3.44 |
| 8. Transit service is reliable. | 4.28 | 4.00 | 3.38 |
| 9. Passengers are safe on Transit buses. | 3.94 | 4.18 | 3.81 |
| 10. Route information is easily obtainable. | 4.28 | 3.82 | 3.61 |
| 11. The services are better this year than last year. | 3.65 | 3.59 | 3.27 |
| 12. I am satisfied with the overall service provided by Transit. | 4.12 | 4.29 | 3.50 |

*** Question omitted from the survey for 2008.

Comments:

(Comments are shown exactly as provided by respondents.)

I used to ride the Orange bus from the Harmon Parking Deck to the Union at least once or twice a week, sometimes more. I don't like the fact that they cancelled the Orange bus service!

There is no easy drop off or pick up point for Silas Hunt Hall...buses go right past it. The closest stop is on Garland beside the health center for a Gray bus have yet to figure out where to park to ride that bus. The gray route has the only convenient stop

Could use more routes at night for students who live off campus. More shelters at bus stops to help when weather is bad or at places where there are no shelters at all.

The clientele on the blue and red routes are rather scary...yelling at the bus driver to change radio stations and hitting on young women who are obviously interested. These do not appear to be students! Are there cameras on these buses?

The Brown route was always the "campus route" but combining it with the Orange has made it very long. If I ride it after work to a distant parking lot, I sometimes wait on it for 30 minutes. On several occasions I have been walking up to one of the buses in the Intermodal and they just take off while I am approaching the bus. They don't seem to check, especially when passengers are getting off the brown bus to transfer to the blue, one of the other buses to another. The afternoon drivers also tend to drive too fast.

Parking

(76 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|-------------|-------------|
| 1. Parking rules and regulations are enforced equitably. | 3.48 | 3.24 | 2.89 |
| 2. Parking spaces are available around campus. | 2.27 | 2.43 | 1.96 |
| 3. Vehicles are safe in campus parking areas. | 3.22 | 3.34 | 2.89 |
| 4. Lighting is good in campus parking areas. | 3.33 | 3.57 | 2.67 |
| 5. Parking areas are in convenient locations. | 2.73 | 2.75 | 2.04 |
| 6. Parking areas have adequate signs. | 3.37 | 3.42 | 2.75 |
| 7. Parking facilities are well maintained. | 3.39 | 3.58 | 2.82 |
| 8. Fines are resolved equitably. | 3.28 | 2.76 | 2.14 |
| 9. Parking permits are reasonably priced. | 2.24 | 2.15 | 1.81 |
| 10. The Parking staff addresses requests promptly. | 3.58 | 3.48 | 3.31 |
| 11. Parking permits are easily purchased and obtained. | 4.08 | 4.06 | 3.38 |
| 12. The Parking staff are knowledgeable regarding all aspects of their job. | 3.84 | 3.67 | 3.54 |
| 13. The services provided are better this year than last year. | 2.90 | 2.63 | 2.96 |
| 14. I am satisfied with the overall service provided by Parking. | 3.08 | 3.02 | 2.71 |

Comments:

(Comments are shown exactly as provided by respondents.)

Elaine Quinn is a wonderful asset. Please be sure to keep her.

GRAVEL LOTS NEED TO BE MAINTAIN MUD HOLDS AND POT HOLDS AND MORE LIGHTING

Harmon deck is filling up with spit and dirt. Someone should power wash at least once if not twice a year. It will not look 'new' forever.

I dislike that though we are staff and have paid a lot of money to purchase our parking permits anytime something special is happening on campus our lot is closed to us so the VIPs can park in them. We have to find other locations to park or they want to bus us in from another location. Why not let THEM park somewhere and be bussed in instead of us who have paid for our permits and work here?

I hate being gouged to park on campus. The lighting is questionable after dark.

I think they should sell the faculty/staff permits for the Harmon Parking deck on a sliding scale, like they do the faculty/staff permits.

It seems more and more spaces are being taken away. The cost for the parking in faculty/staff, parking decks and reserved is ridiculously high.

Not enough parking available for faculty/staff on SE side of campus. Parking is a nightmare here and no one seems to be aware of it. Parking needs to be addressed. We lose staff to employers off campus because the parking on campus is just impossible. Someone needs to take a long hard look at all the parking is not working.

Not enough parking in areas convenient to buildings we work in on campus. Being forced to arrive for work 40 minutes early in order to get a parking spot than a 20 minute walk away is not a good situation.

Parking permits are too costly when they don't assure you a parking place near where you work. There should be enough parking spaces for the surrounding buildings to ensure everyone a place to park.

Prices in the deck are just too high. Maintenance in the other lots is very good. They are not trashy, always well striped, and maintained. The one at We Annex is a little rough.

Regular permit prices are reasonable, but garage permit prices (especially in the Harmon Avenue facility) are grossly overpriced.

Sorry, don't think parking services works very well. Seems more intent on making money than providing parking for the faculty and staff. Cut our parking down all the time. I really don't think it is fair to charge for a parking spot when there are so few of them. If you leave and return during the day you can spend an inordinate amount of time looking for a place to park. Frankly I doubt you give a "crap" about this survey because you have no intention of changing anything. Wrote the same thing last year.

The costs to park in the decks is awful. Too many of us just can't afford it. Since you are shutting down many of the yellow lots, it's getting harder and harder to be able to work here.

The financial strategy re: parking garages is flawed. If the people who make the decisions had to park where the majority of staff members had to park they would work harder to find a solution to provide more 'affordable' parking in more convenient locations.

The parking situation makes it hard for me to do my job. Repeated requests for a solution have been ignored. It has cost the UA, maybe not enough to buying land and making more parking spaces, but certainly more than my ever increasing annual tag fees.

When I had the Faculty/Staff parking permit for \$100+ I could never find a place to park and now that I park in the Harmon Garage I can always find a place to park but of course the price went up to \$500+. When you don't make much money \$46 a month is really high.

Wife's new car had front wheel stolen and car left on blocks while parked in UA permit lot during normal morning business hours. Caused lots of damage expense.

notice should be given for changes in a lot, even if is over one space

we keep losing convenient parking and the buses are not convenient for every building. Walking 2 blocks or more every day regardless of the weather and having to pay for that will never get a lot of positive responses from too many...More parking garages with totally unaffordable parking spaces in them is certainly not going to help.

you don't charge enough for parking permits which creates poor decisions by mgmt since they have no other alternatives

Business Affairs Websites (92 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| 1. I was able to easily locate what I needed on the website. | 3.82 | 3.79 | |
| 2. The website pages loaded promptly. | 4.05 | 4.01 | |
| 3. The overall appearance of the website was appealing. | 3.80 | 3.78 | |
| 4. I get forms from the website frequently. | 3.94 | 3.74 | |
| 5. I get forms from the website rarely. | 2.57 | 2.69 | |
| 6. I never get forms from the website. | 2.24 | 2.15 | |
| 7. I get information from the website frequently. | 3.83 | 3.73 | |
| 8. I get information from the website rarely. | 2.41 | 2.48 | |
| 9. I never get information from the website. | 2.11 | 2.01 | |

Each Division's Web Page

(92 Respondents)

| | 2008 | 2006 | 2004 |
|---|-------------|---------------|---------------|
| Business Office | 3.75 | 3.86 | |
| Purchasing | 3.78 | 3.83 | 3.63 |
| Pcard | 3.99 | 3.87 | |
| Accounts Payable | 3.57 | 3.73 | 3.63 |
| Travel | 4.15 | 3.92 | 3.67 |
| Tcard | 4.03 | 3.61 | |
| Surplus Property | 3.47 | 3.47 | 3.40 |
| Gas Cylinder | 3.46 | 3.35 | 3.50 |
| Risk Management - Property & Casualty/Real Estate Admn. | 3.50 | 3.27 | 3.34 |
| Workers' Compensation | 3.27 | 3.31 | 3.22 |
| Telephone Services | 3.51 | 3.66 | 3.50 |
| Bookstore | 3.51 | 3.57 | 3.53 |
| Computer Store | 3.54 | 3.67 | 3.50 |
| PMC Solutions - | | | |
| Print | 3.67 | 3.62 | 3.60 |
| Copy | 3.67 | incl. w/print | incl. w/print |
| Mail | 3.65 | 3.67 | 3.40 |
| Transit & Parking | 3.37 | 3.35 | 3.53 |
| Web Pages Overall: | 3.67 | 3.65 | 3.52 |

Business Affairs Overall

(111 Respondents)

| | 2008 | 2006 | 2004 |
|--|-------------|-------------|-------------|
| I am pleased, overall, with the business operations and services provided by Business Affairs. | 4.05 | 4.01 | |

Comments:

(Comments are shown exactly as provided by respondents.)

Almost everyone I have working with in Business Affairs, in the 20 years I've been here, are great people who really care about what they do.

Business Affairs has to deal with some very tough issues and ensure compliance with laws and regulations. Overall, the people who work in Business Affairs are very professional and are great to work with. It would help if they could be more open in their communications - priorities for improvement or changes are

provide more forums in which the community they serve can have input or provide feedback.

I work mainly using the BASIS system and the addition of cost centers to most of CES fund numbers has made my job easier. I appreciate this.

Sometimes the initial process with bidding can be slow... hard to get a reponse at times to get the process started. Otherwise... good job.