

Business Affairs Customer Satisfaction Survey 2012 Summary

The 2012 Customer Satisfaction Survey was the sixth consolidated Business Affairs customer survey. These surveys have been conducted every other year since 2002.

1,687 customers were targeted to receive the 2012 survey between April 30 and May 15. Questionnaires were distributed electronically using the Qualtric software tool to listservs for UPS, Tcard, Pcard and OfficeMax. 458 recipients responded, providing a 27.1% response rate. In 2010, 1,592 questionnaires were distributed electronically yielding 231 responses, a 14.5% response rate.

Demographics of the 2012 respondents indicate that 14.3% were faculty, 83.8% staff, and 1.9% students. Of the employees, 46.6% were classified and 53.4% were non-classified. In 2010, 12.8% of respondents were faculty, 82.1% were staff, 4.7% were students. Of the employees in the 2010 survey, 27.4% were classified, 33.8% were non-classified and 38.8% were of undeclared status.

The Qualtric 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 some of the areas.

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 2012 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 2010 survey, the 2012 survey offered statements to which customers could agree or disagree. The rating scale was as follows:

5=Strongly Agree, 4=Agree, 3=Neither Agree or Disagree, 2=Disagree, 1=Strongly Disagree

Business Affairs Units Overall

	<u>2012</u>	<u>Standard Deviation</u>	<u># of Respondents</u>	<u>2010</u>	<u>Standard Deviation</u>	<u># of Respondents</u>
Bookstore						
Main Store	3.80	0.823	226	3.77		131
Razorback Shop	"	"	"	"		"
Parking Spot	4.05	0.750	59	4.11		23
Computer Store	4.04	0.861	165	4.06	0.905	125
Business Office						
Accounts Payable	4.06	0.853	268	4.23	0.662	109
Gas Cylinder	3.96	0.828	48	4.40	0.760	43
Office Supply Contract	3.85	0.846	141	3.93		81
Travel	4.33	0.782	215	4.47	0.780	103
Tcard	4.37	0.698	175	4.55		96
Procurement	4.03	0.905	250	4.17	0.779	110
Pcard	4.23	0.800	303	4.26		182
Surplus Property	3.68	0.893	133	3.85	1.089	92
VWR	4.07	0.962	58	4.37	0.817	43
PMC Solutions - Print	4.10	0.778	163	3.95		127
- DCOP	3.81	0.903	116	4.02	0.871	82
- Mail	4.13	0.838	141	4.19	0.833	106
- P.O.	4.24	0.718	120	4.38	0.709	93
Risk Mgmt./Insurance	4.09	0.868	64	4.06	1.136	35
Workers' Compensation	4.32	0.752	59	3.58	0.942	134
Telephone Services	4.20	0.784	189	4.26	0.901	134
Cellular	3.80	0.896	144	4.01		90
Transit	4.14	0.758	77	4.02	0.685	52
Parking	3.30	0.984	290	3.35	1.207	142
AVCB Overall	*4.04		458	* 4.08		231

* Average of all scores

Business Affairs Customer Satisfaction Survey 2012

Detail by Department

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

5 = Strongly Agree; 4 = Agree; 3 = Neither Agree or Disagree; 2 = Disagree; 1 = Strongly Disagree

Bookstore

<u>Main Store & Razorback Shop</u> (226 respondents)	2012	2010	2008	2006
1. The Bookstore staff are knowledgeable regarding all aspects of their job.			4.07	3.98
2. I am served promptly and courteously by accessible and knowledgeable people.	4.20	4.27		
3. I am satisfied with the costs of products.			3.14	3.31
4. I find the Bookstore offers competitive prices.	3.23	3.34		
5. The Bookstore offers convenient hours.	3.91	3.88	3.79	4.12
6. I am satisfied with the overall quality of the shopping experience.	4.05	3.90	4.10	4.10
7. The Bookstore offers a good variety of products.	3.92	3.83	3.99	3.98
8. The services provided are better this year than last year.	3.51	3.37	3.29	3.33
Overall:	3.80	3.77	3.73	4.02

Comments provided verbatim:

Always get wonderful service and the book department goes the extra mile for us. THANK YOU!!!

Oh my gosh, what a difference a change makes. Ricky Carney seems to have really made some great changes and between Ricky and Rita the workings seem to go so much better. The customer service seems to even be so much better. Ricky seems to take that extra effort to greet the staff over email and in person. Kudos!!!

I have always received quality service from the bookstore staff.

Ali and his team know what it is to give top notch customer service.

Do not use the book store often after it moved to Garland Ave. Bookstore is best located at the Union in central campus. I do not want to drive to go to the bookstore.

The prices at the Razorback Shop are much more competitive. Some items in the main bookstore are overpriced.

The summer hours are too limited. I have had many people who want to purchase from the bookstore, but it is not open.

I find the manager of the Razorback shop located in the Arkansas Union building to be very friendly and very helpful.

It's not that the services are bad. It is just a pain to reach now.

Really I liked the former location better. I was at the bookstore about a week ago. I was not greeted when I entered. I had to ask for help. When I asked for help, the person did not know where to look (it was a simple item-a notebook with the UA logo on it); she asked another employee where it was (one aisle over from where she was!)

Bookstore location is very nice but hate that it moved out of the Union where a campus bookstore belongs and is easily accessible to everyone.

I am indifferent to the bookstore. I shop there sometimes, but I know that, in general, I will find better prices for the same items elsewhere.

I do not find the computer store website user friendly. It's easier to call the knowledgeable staff.

I don't personally use the Bookstore that often, more often than not someone else will make a purchase for me while I am doing something else. When I do it myself however I couldn't ask for the whole experience to flow any better.

The students who work there are sometimes not knowledgeable, on their phones, or talking to each other.

I would appreciate if departments were able to use the bookstore's textbook rental program in addition to making purchases.

<u>The Parking Spot</u> (59 Respondents)	2012	2010	2008	2006
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.	4.12	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.	3.98	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:	4.05	4.11	3.71	3.31

8. I know that the Parking Spot offers the following services and products:

Digital Photo Center	44%
Dry Cleaning Services	47%
Razorback Clothing and Gifts	83%
ATM	59%
Fax Services	17%
Mail Services	34%
FedEx & UPS Shipping	37%

Comments provided verbatim:

I love the one stop shopping here now. It's great to be able to walk across the street and get what I need. I know Ali worked hard to get this done and I think it works rather well. Elizabeth runs it like a well oiled machine. Very nice!

My office is above the Parking Spot. Sometimes I don't have time to make my lunch and I liked the idea of being able to go downstairs and buy a sandwich and chips for my lunch, or some fruit for a snack. Now I found out the other day that they have taken these things out of the store. I wish they would bring them back! It was so convenient for me!!!

Parking Spot is GREAT!!!!!!

Give Elizabeth a long-term contract. She is outstanding.

Computer Store (164 to 165 Respondents)

	2012	2010	2008	2006
1. I am satisfied with the processes for ordering products.	3.99	4.05	4.07	4.10
2. I am satisfied with the cost of products.	3.73	3.81	3.78	3.86
3. I am satisfied with the variety of computer software.			3.87	4.10
4. I am satisfied with the variety of computer hardware.			3.97	4.08
5. I am satisfied with the variety of computer hardware and software.	3.82	3.86		
6. The Computer Store has sufficient inventory.	3.60	3.72	3.67	3.84
7. The Computer Store staff are knowledgeable regarding all aspects of their job.			4.13	3.96
8. I am served promptly and courteously by accessible and knowledgeable people.	4.19	4.36		
9. The services provided are better this year than last year.	3.50	3.61	3.57	3.28
10. I am satisfied with the overall service provided by the Computer Store.	4.04	4.06	4.10	4.04

Comments provided verbatim:

I always have to wait for at least 10 minutes to be seen. The computer store staff are often dismissive and in a hurry.

First experience this year.

More often than not I end up requesting exemptions for the purchase of printers, scanners, etc. because prices are lower at numerous other vendors.

The website could be a little easier to use - navigation is a little cumbersome for me.

I'm a Dell user, of course everything has to be ordered through the Dell company and there have been problems with Dell on getting a laptop I recently ordered. It hasn't been the computer store's fault - it was a Dell issue. However, I did have my computer worked on by the UA store. They did not restore my office suite after they cleaned everything out. A techy friend of mine said they should have done that.

I have had very good service from the Computer store. Elizabeth Cunningham and Daniel (accounting) have been very helpful with recent orders.

The website the computer store has for placing orders is ATROCIOUS. The website's pricing is inaccurate, and that has been admitted by multiple staff members there. The cart only allows for one shipping location on campus, and I work for two departments. The search feature hardly ever works, and the layout is just awful. A complete overhaul of the website is needed, badly.

The website makes no sense, I can't find any items I want through it.

I have not ordered computer/electronics from the Comp store in a year. Partly this is because of the prices. I have found better prices elsewhere. The in-store merchandise is too Apple-centric for my tastes.

The computer store website is not user friendly. It's easier to call the knowledgeable, helpful staff.

Business Services

Accounts Payable (265 to 268 Respondents)

	2012	2010	2008	2006
1. The Accounts Payable staff are easily accessible.			3.96	3.37
2. The Accounts Payable staff are knowledgeable regarding all aspects of their job.			4.14	3.33
3. I am served promptly and courteously by accessible and knowledgeable people.	4.11	4.28		
4. Accounts Payable business is conducted in a timely manner.	3.97	4.16	4.04	3.44
5. The training provided by the Accounts Payable staff is helpful.	3.88	4.09		
6. Accounts Payable policies and procedures are well documented.	3.84	3.99		
7. The services provided are better this year than last year.	3.49	3.59	3.60	2.71
8. I am satisfied with the overall service provided by Accounts Payable.	4.06	4.23	4.07	3.46

Comments provided verbatim:

I've always had a great relationship with A/P and always have been assisted with every need with them in a courteous manner.

For the most part, I think it is fine, but one thing that I have a problem with is this: when I enter a REQT and send the receipt over, I have an expectation that it will be processed. When I find out much later that it has never been processed, then I have to find out why and make sure that it gets completely through the system, babysitting it until it does. There should be some kind of notification system that if a REQT or any other process is held up for whatever reason, the initiating person should be notified so that the problem can be solved quickly. This delay in payment makes the whole University look bad and certainly the department. We may not hear about it until it becomes a serious problem. And, yes, I could check on each entry, but it is very time-consuming, when there should be a way to notify us.

I have always received prompt and professional service from Business Services.

Eric and his team are extremely helpful when we call with questions, issues and or problems.

All communication with Accounts Payable is extremely helpful. Especiall with Connie Oberg, Rosalea Hernandez and Marla Misamore.

I've only use Accounts Payable when I took a class.

I know this is probably impossible, but if there is ever money to hire more people and have people available on the telephone to answer questions, that would be extremely helpful. Sending emails and waiting for a reply can be time consuming. This is not a criticism of my AP person, just the way things are set up, which I assume was to help things run more smoothly on your end.

The lady that trained us for the Tcard use has been very helpful.

It has been taking much longer to get PO#'s for requisitions lately. Sometimes it gets done quickly, but I have had several times in the past couple of months, waiting 2 weeks for a PO #. It is bad when you can't receive on the item when it is received because the PO has not been issued. All of them were for animal feed or fuel that was done on a TQ bid.

The issues often come from mixed messages. Accounts Payable at the University level often provide a much simpler and more efficient manner to process payments than at the college level. The individual college account offices seem to have their own policies and procedures that don't always match the University procedure.

I receive a considerable number of "someone else works on that" from longtime AP personnel when asking for assistance and information. Often when asking for specific guidance I am referred to procedures that I already know and may even have referenced in requesting guidance. It is as though no one is willing to take responsibility for making decisions. This is frustrating.

I think it has stayed the same over the past few years.

I did not agree or disagree with the last question because I was not here last year.

If I was only rating Eric Friend all of the ratings would be "strongly agree." Eric is knowledgeable, helpful and prompt. On the other hand, the AP staff person that we work with on a daily basis is very nice, but not able to help with issues that arise.

Second question: not sure if this means formal training. Other than Pcard training, I'm not aware of any.

I don't personally use these services.

I don't believe I've ever received training by Accounts Payable. If I have, it's been long ago. ;o) Being in the electronic age, I email my invoices rather than sending via campus mail, and sometimes have past due invoices. If my payor is out of the office, I am unaware if I should be doing something else. I would really appreciate receiving an "out of office" response, providing any necessary instruction (i.e. send urgent invoices to this person in my absence, etc.). Hopefully that would not be infringing on anyone's privacy??

If there is a problem with a transaction, it would be nice to be notified by the department rather than by a vendor wondering what happened.

Account issues are not addressed immediately. When request communication, emails and phone calls are often ignored.

We receive conflicting info from AP and we can't find many policies in print so we can't research or verify info on our own.

The staff in Accounts Payable are very polite and always extremely helpful.

Before you send us invoices for PO's, notice that they say there is no balance because it was paid on the Pcard. This creates a lot of extra paper and wastes time.

My phone calls and email are rarely if ever returned. When they are returned (usually days later if at all) I am told there is no answer for my question or simply forwarded a copy of the procedures manual which I have already searched and found no answer. The listing of state and University contracts is vague and confusing as is the procedures manual. Every training I have attended has been extremely basic, geared towards beginners, and when questions are asked by not only myself but other people in attendance about more complicated topics, there is never an answer, always just a referral to another department or we are instructed to contact our buyer (who never returns our calls or emails). Every difficulty I have had with paying has been solved by tracking down someone else on campus in a similar position to mine that has had the same issue or I have had to figure it out myself.

I have always had good service from Accounts Payable.

No formal training has ever been promoted or received to or by me.

The people don't always follow their own rules. They are more concerned with their looking good than what is best for the University.

More training is needed.

Gas Cylinder (48 Respondents)

	2012	2010	2008	2006
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.	4.33	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.	4.21	4.45		
7. Policies and procedures are well documented.	3.71	4.03		
8. The services provided are better this year than last year.	3.58	3.56	3.69	3.50
9. I am satisfied with the overall service provided by Gas Cylinder.	*3.96	4.40	4.33	4.33
	* Average of the responses			

Comments provided verbatim:

Dewayne is great. Always on time. Very helpful.

No knowledge of the above mentioned.

Dewayne is excellent and courteous. He always delivers quickly and with accuracy. No complaints about his services at all.

This survey should also have the ability to go back and fill in more information if you make a mistake. If I don't use a service very much it would be nice for that to be included as a button because how can I judge something if I only use once every 4 or 5 years?

Dewayne is very helpful but it is very hard to get answers to some questions. I think that I have learned how to word emails so that I receive the answer to my question with fewer emails sent back and forth. One thing that makes it hard to keep track of orders/issues is that he usually does not respond to the email he was sent, he will send a new email without a subject. This makes orders/questions hard to follow when you have multiple orders/questions. Another issue that has arisen is a problem with internal requisitions sitting on his "desk" for target approval and he will email me to say that he has not seen the requisition. I email him back and let him know that when I look at the "reviewer activity" the requisition is sitting on his "desk" waiting for his approval. The list that shows gas charges is not very helpful at all. It does not have enough information.

I don't like the fact that I cannot approve or disapprove charges. The expenses are automatically charged to my DBRs.

We had a student group that needed a gas cylinder for a "hot-air balloon" project this year. The gentlemen I spoke to in Facilities Management was most helpful and I have had no negative feedback from the student group so I assume all went well.

Office Supply Contract (141 Respondents)

	2012	2010	*2008	*2006
1. I am served promptly and courteously by accessible and knowledgeable people.		4.36		
2. I am satisfied with the range of products available from OfficeMax on-line and/or through the catalog.	3.63	3.70	4.40	4.40
3. I am satisfied with the delivery service on products ordered from OfficeMax.	4.18	4.11	4.15	4.33
4. The OfficeMax contract is easy to use.	3.87	3.80		
5. The office supply contract with OfficeMax is adequate to meet my needs.	3.74	3.70		
6. The on-campus OfficeMax representative is helpful.	3.82			
Overall:	3.85	3.93	4.27	4.37
			*Staples	

Comments provided verbatim:

I think their pricing is a bit high. I can find some items on amazon.com cheaper and at office depot cheaper.

It seems that we would get our products from Staples more quickly.

The Office Max contract price is sometimes more than a listed price on their website.

Office Max does not have near the selection of items that Staples had. We also are not contacted regularly by our representative - couldn't even tell you who it is and when we have had to deal with Office Max directly we have been unhappy with their response time.

I still like to comparative shop with other Office supply companies and Walmart.

There are a few items we use to purchase from Staples that Office Max does not carry. We just continue to use Staples for those items.

Our supplies are handled by another person in our building. I have no knowledge of the contract.

There are some things that OfficeMax does not have that Staples did but I am able to use my Pcard and purchase the items on line through another source.

I don't like the Office Max website and I don't like the store. I liked Staples much better, even though the store is in Rogers.

I'm satisfied with delivery from Bookstore and OfficeMax. Their website is horrible to find items. One search works well and the other doesn't. I also believe their prices are not as good as the previous vendor. OfficeMax Contract? Do you mean using the online service - I am not sure what contract you are referring to? The University Contract with OfficeMax? This survey is not specific or detailed enough in its questions.

I don't use the system directly. My assistant takes care of ordering our office supplies via the OfficeMax website. At times she has some issues using the site.

OfficeMax doesn't have everything. Occasionally I will need something like a super expanding cardboard pendaflex or liquid white out in blue. Sometimes the item no longer is produced, but sometimes I just have to use another vendor.

There are several times when the item(s) I need are unavailable through the contract and have to be purchased elsewhere.

Love office max and quick service

They sometimes do not have items we use.

OfficeMax does not always carried the necessary products. Some product selections seem more limited than previous vendors.

Staples was better.

Every time I have ordered for a meeting, the delivery is usually split into more than one delivery and usually too close to the time or just past the time needed to complete preparations.

The OfficeMax process does not work well for Associate Student Government. Student organizations are allocated \$20 (usually) to order office supplies. Since the OfficeMax catalog lists only retail prices it is a time consuming proces if we help the students in determining the contract price of each item. I wish we had a "contract" catalog that lists only contract items with a contract price. This next year we are probably going to have the student groups purchase the \$20 in office from the bookstore via university purchase order as this will be less time consuming for the ASG staff. I do like the OfficeMax process for office supplies for the ASG office itself. However, I usually only order once a quarter for the office.

Procurement (250 Respondents)

	2012	2010	2008	2006
1. The Procurement staff are easily accessible.			3.84	3.83
2. The Procurement staff are knowledgeable regarding all aspects of their job.			4.08	3.61
3. I am served promptly and courteously by accessible and knowledgeable people.	4.11	4.25		
4. Procurement business is conducted in a timely manner.	3.96	4.08	3.85	3.72
5. The training provided by the Procurement staff is helpful.	3.90	4.08		
6. Procurement policies and procedures are well documented.	3.91	3.95		
7. The services provided are better this year than last year.	3.48	3.63	3.36	2.93
8. I am satisfied with the overall service provided by Procurement.	4.03	4.17	3.97	3.90

Comments provided verbatim:

See my earlier suggestion.

Again, I have always received prompt and professional service from all of Business Services.

Jim, Linda, Andy, Karen, Marla and the other staff in procurement are exceptional folks. Extremely knowledgeable and always willing to look for legal alternatives to our procurement dilemmas.

Again, Connie, Marla and Roselea are always courteous and helpful.

Being blocked by various vendors, ESPECIALLY the Union food court, RZs, and the small convenience store continues to amaze me. There are times when a visitor pops in to see the Dean or wants a brief meeting with staff and I have no choice but to pay cash for a few donuts and coffee. And, after this happened once, and the amount was under \$25.00, I was told I can't get reimbursed. Not very helpful.

Would be helpful if university contract information were updated. Adobe software contract is still listed as option when it is in fact now required, etc.

I especially appreciate service from Wenoah Goodson and Connie Oberg.

My experience is very limited with this office.

Everything running smoothly.

Connie Oberg has always been helpful and knowledgeable. I never had to wait for an answer for anything I have asked of her.

Whenever I need to use procurement services, the contract amount is a material amount which might be sole source or require a bid. When I have looked at the Fayetteville Policies and Procedures site, I found it to be a labyrinth, so I picked up the phone and called Business Affairs to ask how to proceed. The staff are knowledgeable, helpful, and cordial, so I get the information I need much more quickly than trying to search through the website.

Again, I think it has been about the same for the last few years.

I received no training on procurement procedures as a new employee in 2010. Everything I know about procurement is through asking staff. Every order I place through procurement is very slow to be processed - A recent order took several weeks to be placed once I had submitted the requisitions.

I would prefer a sometimes categories because sometimes I receive things in a timely manner but not always.

I was not here last year.

The majority of the time I do not deal directly with procurement services. I work with our accounting office who works directly with the procurement office.

Andy Fletcher has been a great help this past year. Now that he is our buyer, our requisitions are processed in 48 hours or less, compared to 1-3 weeks. Thank you for assigning him to our college!

I am not satisfied with new internal rules on personal reimbursements. I am housed off of the UA, and we do make use of the Pcard as much as possible. However, to avoid fraud with the Pcard, there are some employees whom we do not want to give the card to. We prefer them to front the money so that we can deny them the reimbursement rather than us having Pcard fraud issues.

Marla and Connie are great! These two are such huge assests to the UofA. They do so much and always have a smile on their face while helping.

Very helpful folks who get back to me in a timely manner.

Often same issues as those with AP.

Procurement also has issues of lack of consistent info and lack of documentation on policies.

The Pcard and Tcard process is getting better. It seems like a waste that we scan in receipts and then purchasing prints them out and scans them in again. We need a program that can take the scans we send and convert them into EmPower.

I am assuming that this is about the staff that handles the Pcards. My answers to these questions are only based on my dealings with Marla Misamore (who is wonderful and so helpful!) and Connie Oberg (also very helpful and knowledgeable).

I do not work directly with Procurement but through our departmental accountant. Hard to answer some of these questions.

Connie Oberg is always helpful.

Training is not promoted. Training that is provided seems of a negative tone as opposed to we are here to help. Policy in its entirety is not easily found.

The Pcard office should allow us to submit documentation electronically. They grudgingly take documentation electronically, but only in a TIF file. It would be nice if they would allow PDF format. We waste a lot of taxpayer money printing out things that don't need to be printed out.

Pcard (303 Respondents)

	2012	2010	2008	2006	
1. The Pcard staff are easily accessible.			4.60	3.54	
2. I am served promptly and courteously by accessible and knowledgeable people.	4.33	4.48			
3. The training provided by the Pcard staff was helpful.	4.24	4.48	4.57	3.52	
4. Pcard policies and procedures are well documented.	4.19	4.47			
5. The services provided are better this year than last year.		3.62			
6. The Pcard system meets my needs for small or emergency purchases.	4.23				
7. I would be interested in electronically submitting my Pcard receipts.	4.14				
	Overall:	4.23	4.26	4.62	3.53

Comments provided verbatim:

The Pcard billing address is not provided to Pcard users in a written format, which can be an issue at times.

I have been very pleased with the use and process of our Pcard. I already send my receipts electronically for convenience.

We already submit our Pcard receipts electronically.

Connie is a pleasure to work with.

I currently scan the receipts, so being able to electronically submit them would help a lot.

See the previous statements.

The process remains confusing even with training. There are still items I'm not sure I can buy. I know I can always ask questions, though.

We already use electronic submission of Pcard receipts for our BU. (Scan and send as email attachments.)

Connie Oberg is awesome - consistent and efficient - not afraid to make a decision or let you know how to handle a unique situation.

I work with our accounting department and the only thing I know is how to use the Pcard. Our accounting dept. takes care of submitting our Pcard receipts. We would like to use the Pcard to purchase tickets for our OLLI members.

Currently and for sometime, we scan invoices for Pcard purchasas and email to the Pcard Administrator. Is no. 5 related to some other electronic method?

I make copies of all my receipts in case they get lost and attach small receipts to a full size piece of paper so they don't get lost. Being able to electronically submit and save receipts would save a LOT of paper.

Caveat on e-submitting: This would be only for items where I have received an e-receipt. I would not like to scan every single receipt to send electronically.

I don't remember now what item it was - but I found contradictory information in the training material about what could or could not be purchased with the Pcard.

Did a good job when my Pcard number was stolen.

I do not know if AFLS would permit electronic submission of my Pcard receipts since this question does not give me enough detail to answer. Do you mean submitted directly to Purchasing or to our individual accountants or to the AFLS/Drex Dean's office?

I would love to submit them electronically, but only if there was a less time consuming way to do it than individual scanning, renaming, and emailing of each file individually.

Connie and Marla are always very helpful for whatever issues arise. They are prompt and never have a problem answering questions or advising about eBusiness issues. They make my job easier.

I already submit my Pcard receipts electronically. I did not receive any Pcard training. I do not use a Pcard only process charges.

We already submit our receipts via email.

Pcard rules are very confusing, particularly when it comes to computers. Pcard policy page says only certain computer brands can be bought on Pcards but I found out this month that is not true. Pcard rules need to be more straightforward. Also, the \$2,500 limit is a royal pain, especially when we're trying to buy large data sets in a hurry. We needed data, had Pcards but lost a grant because we could not buy our data fast enough. We had to go through the PO process that was slow.

I no longer use a Pcard on a regular basis. I am back in the office as a processor.

I electronically submit my Pcard receipts to Marla Misamore each month.

Very helpful people.

Some items previously allowed to purchase on Pcards now require a PO, which means a much more lengthy - and laborious - process. Some things now require specific vendors and cost more money than previously.

I would like to switch as much purchasing as possible to Pcard. It would greatly speed the process and make it more reliable.

Since getting a Pcard last year, I have yet to use it.

We already submit our Pcard transactions electronically using EMPOWER.

As I said on the last page, it is a waste of paper and time for us to scan in the receipts and then have them printed out and rescanned.

Pcard expedites purchases and makes purchasing routine items more efficient and convenient.

It would help if we had a higher limit on our Pcards as dealing with Pcard rules and staff is so much easier than dealing with our buyer and payer. The rules are much more clear and the room for error is much slimmer. Marla Misamore is always available to answer our questions. We have even called her with questions when our buyer won't answer our calls and she is always ready and able to help. Marla and Connie are great!

I currently make a purchase and turn in my receipts in to another person who then submits them. If that ever became my responsibility I would love to do it electronically.

Documented policies are not updated on a regular basis and are not complete and accurate with the "exceptions". Already do submit documents electronically, but I should not have to pay for that access.

As in most areas, I am multi-tasked. The Pcard process, including the scanning process is a timely process. Any time savers on this would be greatly appreciated.

Not sure if I have that electronic option at the UAM campus.

Nobody uses FAX machines anymore. They just waste paper and time. All transactions should be done either on line or by email.

I definitely want to submit electronically, but submitting a multipage document in TIFF is difficult. Please allow us to submit electronically with PDF files.

Razorbuy (376 to 393 Respondents)

1. I am aware of the new RazorBuy E-procurement system that is coming to campus.
Yes = 42% No= 58%
2. I would take advantage of additional information on RazorBuy.
Yes = 72% No= 28%

Surplus Property (132 to 133 Respondents)

	2012	2010	2008	2006
1. The Surplus Property staff are easily accessible.			3.87	4.00
2. The Surplus Property staff are knowledgeable regarding all aspects of their job.			4.09	4.00
3. I am served promptly and courteously by accessible and knowledgeable people.	3.87	3.93		
4. Surplus Property business is conducted in a timely manner.	3.55	3.75	3.81	3.90
5. The training provided by the Surplus Property staff is helpful.	3.45	3.79		
6. Surplus Property policies and procedures are well documented.	3.55	3.84		
7. The services provided are better this year than last year.	3.27	3.34	3.18	3.05
8. I am satisfied with the overall service provided by Surplus Property.	3.68	3.85	3.98	4.02

Comments provided verbatim:

Inventory list is inaccurate and each time we have attempted to purchase items listed we are told they are not available. VERY FRUSTRATING

Response time for the collection of surplus property can be erratic at times but I realize they have the entire campus to deal with.

The process itself is somewhat cumbersome but perhaps that process cannot be otherwise.

Wenoah is good to work with. Makes it easy to handle surplus property.

I haven't used these services in a long time, but I do use them sometimes.

We submit items to be picked up. We get the tags. We label the items, and then we wait. After a few weeks we contact Surplus and they make us start all over again. We sometimes have to submit items for pickup three times. Most items have to be submitted twice.

The only way we use Surplus property is if we look at it before it gets sent over. I have never been trained by the Surplus Property staff. I am not aware of the policies and procedures.

Only info I have ever received regarding surplus has originated within my own department prior to items going to surplus.

Again, Do I use VWR services? You need to ask if I could use it and if I don't use it why? I personally don't use them because they are not helpful and take forever to order items and are extremely expensive for the items I have ordered in the past. Plus getting them on the phone is next to impossible sometimes. Poor customer service. I am just trying to help you see what detail I would prefer in a survey so I believe they would be more accurate worded with more detail and more options to fill in. If you say no there is no way to reply as to why you put no.

The surplus process needs to be reviewed and adjusted as needed or explained thoroughly. It takes 3 or 4 months to process surplus items. This time frame is too long.

It is imperative that Wenoah maintain an assistant who is available to take out computer hard drives. It saves all departments lots of time.

I have only used Surplus services once. Wenoah Goodson was very helpful and she was able to find the item I was looking for.

After you put the surplus batch in it takes a very long time to get picked up. Is there a way to speed this up?

Again, I use the SP services but items are submitted through our Department bookkeeper and she submits items to SP.

<u>Travel</u>	(215 Respondents)	2012	2010	2008	2006
1. The Travel staff are easily accessible.				4.15	4.32
2. The Travel staff are knowledgeable regarding all aspects of their job.				4.69	4.56
3. I am served promptly and courteously by accessible and knowledgeable people.		4.47	4.57		
4. The training provided by the Travel staff is helpful.		4.33	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.		3.48	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.		3.69	3.88	4.00	3.93
9. I am satisfied with the overall service provided by Travel.		4.33	4.47	4.53	4.54

Comments provided verbatim:

The girls in travel are THE BEST!!!!!!!

UA Travel office is great.

Thank you for all of your help.

Karen, Carol and Rosa are top notch. I think they deserve a window at the very least! But they're all very helpful and very patient. What a great group to represent Travel Services.

Services are the same, timely and professional.

Karen, Carol and Rosa do a terrific job of handling our travel claims.

The ladies in travel are awesome.

The Travel staff have been very helpful with us learning the procedures for the Tcard and with any odd questions that arise. Thanks!!

I do not know what the Carlson Wagonlit travel tool is.

I have never used Carlson Wagonlit, so I put the neutral answer.

The staff within the travel office are always courteous and provide wonderful customer service.

Travel has always been a great office to work with. We do not use Carlson Wagonlit in our BU.

The personnel in the Travel office are great! Extremely friendly and helpful!

Carlson Wagonlit's ticket fees are too expensive. One can purchase airline tickets directly from the airline or by using a service like expedia, orbitz or priceline and be charged only for the price of the ticket plus applicable taxes.

The personnel in the travel office are all consistently knowledgeable, helpful, and willing to work through any situation that requires assistance, they deserve kudos for all that they do and the professional manner in which they do it.

Not aware of the Carlson Wagonlit. I haven't traveled since October - the accounting department handled all the paperwork.

I appreciate the approval reminder for travel charges received from the Travel Office.

I often find better rates than what CW has to offer. I shop around. However CW representatives have always been helpful to me. I usually prefer to go through Around the World Travel. Their service is very good.

Travel has always been very knowledgeable and helpful in every way.

Carol and Rosa are fabulous!!!!

Since I go through our office manager to access these services, I cannot comment on how promptly and courteously the services are delivered or how well the training is delivered.

Karen, Carol, and Rosa are always prompt and very helpful for any issues/questions that arise. And like the eBusiness office they are always cheerful and pleasant to interact with whether it is by telephone or by email. I LOVE being able to do the travel claims on the web. I have not had much interaction with Carlson Wagonlit. The two times I contacted them they were helpful.

The travel folks are always friendly and helpful. They also take the time to alert me if there is something that needs fixed so I can get my transactions completed in a timely manner.

Travel office personnel have always been willing to help and answer questions - year after year.

The Tcard is flexible and meets needs. Placing travel through the standard process is burdensome.

What is Carlson Wagonlit?

The staff with Travel Services are very helpful and answer questions quickly.

Sometimes particular policies are difficult to find. It would be nice to have an A-Z locator for words or phrases, such as "travel status" or "group meals" or "baggage fees".

Travel does a great job. Always has the answer to any question. Quick turn around on travel claims.

The travel staff is great! Very helpful and knowledgeable!

The travel staff is always super helpful!!!

Carlson Wagonlit is outdated and too expensive. They do not return phone calls in a timely manner and does not always provide airfare that is the most economical.

My travel is not handled directly through them, but through a person here. My only complaint is that sometimes when there is a question by Travel Services about my travel, we do not know until we ask about the delay in processing. Please contact us to avoid delays.

I wish that notices from the travel office were more friendly and less heavy handed authoritarian. An example of one is below. This is the first time that I have ever slipped up and didn't get my paperwork in time, and this is the notice that I get. And, I'd say this is typical. Wouldn't a nice reminder be a better first step? Here is the email that I was sent: NOTICE OF PAST DUE TCARD CHARGES: Your Tcard account has charges that are thirty (30) days or more past due for a travel claim (see statement below). Our fiscal year end is quickly approaching and a claim MUST be filed to expense the charges no later than June 30th, 2012. Any past due charges remaining on June 30, 2012 will be submitted for payroll deduction, and charging privileges will be suspended until all charges are cleared from the account. These charges cannot roll over beyond the fiscal year end. (This does not apply to charges made for future travel.) If any charge applies to a future trip please respond with the date and I will grant a manual extension. Per University policy, travel card charges should be filed on a claim within 30 days of the return of a trip, please remember to file your claims in a timely manner. Thank you and please contact me with any questions. Karen Jones

Tcard (175 Respondents)

	2012	2010
1. I am served promptly and courteously by accessible and knowledgeable people.	4.50	4.76
2. Training in use of the Tcard is adequate and available to meet my needs.	4.41	4.63
3. The uses allowed with the Tcard are sufficient to meet my needs.	4.17	4.19
4. The training provided by the Travel staff is helpful.	4.44	4.60
5. Tcard policies and procedures are well documented.	4.33	4.55

Overall: 4.37 4.55

Comments provided verbatim:

I would like to see the Tcard available to pay for hotel rooms.

Would be helpful to be able to cover hotel charges with the Admin. Tcard and would help with travelers not having to pay so much out of pocket to be reimbursed later.

It would be helpful if I could use the administrator Tcard for hotel reservations. When we have visitors or students who don't have credit cards, it limits my ability to assist them.

This is an excellent service when you travel a lot! Thank you so much!! Staff has been very helpful and friendly.

When I attended orientation/training upon receiving my Tcard, I signed a document setting out the approved uses/prohibitions. That signed document was returned to the trainer. It would be helpful to be able to have a copy of that document as a reminder of the approved uses/prohibitions so I could refer to it.

It might be helpful to be able to charge more than just airfare, conference registration and local rental vehicle to an administrative Tcard. It would be helpful to be able to book lodging for the students.

I am only supplied with information that allows me to travel... the accounting department takes care of the other paperwork.

Travel Office is great to work with. They are prompt, polite, helpful!!

Karen is always prompt and very helpful for any issues/questions that arise. And like the eBusiness office and the rest of her department she is always cheerful and pleasant to interact with whether it is by telephone or by email.

The address on the Tcard is cumbersome and leads to many denials.

I disagreed with the Tcard needs question because the Division of Ag refuses to get a traveler Tcard for ANYONE and there are a couple of individuals in my department who could really benefit from them.

I would like to put cab tips on the card.

Love the traveler Tcard! So much better than the old way of getting an advance and having to pay out of pocket. Keep up the good work!

It should be possible to use my Tcard when paying for food/hotel in Fayetteville for official university visitors/speakers coming to campus from out of town.

Please see my note from the previous section.

VWR (58 Respondents)

	2012	2010	2008	2006
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 the VWR campus store is accurate and timely.	4.24			
7. Service from the VWR U of A website is accurate and timely.	4.24	4.58		
8. The training provided is helpful.	3.76	3.94		
9. The services provided are better this year than last year.	3.64	3.48	4.20	3.60
10. The VWR contract meets my needs for time sensitive purchases.	4.41			
11. The VWR campus store meets my expectations.	4.16			
9. I am satisfied with the overall service provided by VWR.	*4.07	4.37	4.43	4.40
	*Average of the responses			

Comments provided verbatim:

I process payments for the department and do not do the ordering. Right now, I am having trouble matching up received purchases and seeing the electronic billing. Hopefully this will all be better once the new VWR system is working completely.

I can't answer this as we have not used them in the past year.

My experience is limited with this contract.

VWR has a bad habit of delivering partial orders or orders in separate batches. This has caused items to be left out or forgotten about. I would prefer items to be delivered in one batch, or contacted if an item is not in stock. Again, no training was received as a new employee.

Stephanie Huffines has been very helpful for our staff, faculty and students that use VWR services. Stephanie is always prompt in helping with orders, copies of invoices, updating email addresses for shipping confirmations, etc.

Service is great and prices are reasonable but some of the products are not as good quality as with Fischer Scientific.

PMC Solutions

Printing and Digital Imaging (162 to 163 Respondents)

	2012	2010	2008	2006
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.	4.23	4.14		
4. I am satisfied with the quality of service provided.	4.22	4.12	4.18	4.20
5. I am satisfied with the quality of products produced.	4.24	4.24	4.29	4.24
6. The products are priced competitively and offer good value.		3.74		
7. The services provided are better this year than last year.	3.61	3.50	3.59	3.50
8. The variety of products offered meet my needs.	4.20			
Overall:	4.10	3.95	4.05	4.17

Comments provided verbatim:

Restore the print copy center in the union.

I really enjoy the service of the staff at PMC. I mostly use them for printing requests, many of them have been for business cards and for printing meet books for our department. I've always had great quality from them. They're great to work with as well. Randall Riley deserves a star in his crown for being very patient with me!

Current two large departmental copiers that PMC placed with us some years ago, OCE are the best units we have ever gotten from PMC.

They always do a great job of OLLI.

The person was a bit short with me when I was ordering a product near the mail office in December of 2011. At the same time her supervisor came in and apparently she had done something wrong and neither of them were happy.

We ordered a promotional item from an outside vendor and had the product in less than a week at a lower cost. We are still waiting for the same product 3 weeks into the process at a higher cost. Why are we paying more for the same thing and it takes much longer??

Woman at 1st floor copy/print window in Union (1st floor) can be very gruff and/or condescending with students and staff.

Carla and Scooter are the BEST!!!!

Our copier/scanner is out-of-commission too frequently. Wish we could get a new one before our contract for this one runs out. It was down yesterday and today... the first 2 days of finals. Very unhappy.

They are the most customer service driven unit in this survey. They are extremely helpful and friendly.

Rhonda is very helpful when dealing with student group requests for printing.

Almost every job done for our unit by PMC has to be re-done. The attention to detail needed to be in this business just isn't there, nor is the oversight management. There is a high correlation between the amount of re-do with the cost of using PMC. You pay twice the price, because they have to do it twice to get it right.

DCOP (115 to 116 Respondents)

	2012	2010	2008	2006
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.	3.97	4.16		
4. The features offered by our departmental copier meet our needs.	4.03	4.10		
5. Paper, toner, and other supplies are provided as needed.	4.26	4.47		
6. I am satisfied with the quality and reliability of our departmental copier.	3.86	3.91		
7. I am satisfied with the timeliness and quality of repair service.	3.93	4.19		
8. Billings are clear, accurate and timely.	3.50			
9. The services provided are better this year than last year.	3.41	3.53	3.79	3.56
10. I am satisfied with the overall value for PMC Solutions - DCOP for copying services.	3.81	4.02	4.22	4.15

Comments provided verbatim:

Our copier is on its last legs and has been for a very long time. I'm still waiting on some estimates of replacement copiers. This copier is always breaking down and jamming, especially the duplexer. We're always trying to fix it on our end before we even call the repair person, but it's not at all reliable and it has gotten pretty ridiculous. I'm sorry to complain, but this has been going on far too long.

Billing has no actual explanation on amount of use. Some months are extremely high with no seeming increase in use of the copier that I notice from being in the office all day.

They take forever to help with the process of getting a printer.

Please allow online access to monthly charges for our copiers. We need the breakdowns of copies made for our reports.

We do not use a department copy machine. We provide readers to many of the public copiers. We have a hard time often connecting with the people that handle the technical support for the copiers. If we set up a reader and the machine does not recognize the reader, we have to have help from the copier techs. It is often very difficult to get connected with them. View my answers in relation to this not copier use.

Accounting handles all the billing for this service.

The compiled invoices that come would be more helpful if each item showed who ordered the job.

We had to request copies of our billing statement due to an abnormally large increase of usage at the beginning of the year.

Tiffany is always prompt and Chas is very helpful with supplies and delivery!

We have to call for paper, toner, etc. These are part of our contract, we should get them automatically. Paper should be delivered every month without us having to call and request it. Billing is very confusing.

Not copier performance and reliability. Most times the repair person doesn't come soon enough to meet our needs.

I sometimes have to phone to get a billing e-mailed. Since ASG uses the OSA copier the billing does not always come direct to my office.

We do not receive billing information on copiers. We get a statement - MAYBE, and there is not a place we can retrieve that information electronically.

Mail

(140 to 141 Respondents)

	2012	2010	2008	2006
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.	4.23	4.33		
4. The mail service is very reliable.			3.91	3.45
5. Mail service is reliable and accurate.	4.06	4.16		
6. The services provided are better this year than last year.	3.51	3.55		
7. I am satisfied with the overall service provided by PMC Solutions - Mail.	4.13	4.19	3.95	3.75

Comments provided verbatim:

I do not understand why we cannot get WJWH mail delivered to Walker Hall.

I previously checked that I did not use the Harmon Bookstore but I do use the Bookstore.

I want to say John Clark is great and always helpful. Don, on the other hand, I could do without and always try and do my business when he is at lunch. Example... He is very unprofessional and back about a year ago he leaped over the counter from where he was standing behind the counter to get to the hallway. Another incident (also about the same time) I use to live by his parents and one day, while over at MAIL, he told Doug Norwood that I lived out his (Doug) way and went on to tell him where I lived. I do not appreciate anyone telling where I live. I'm sure that Doug is harmless and he is always very nice the times I've dealt with him. I was very uncomfortable to say the least. I am a single mother and I do not appreciate him telling ANYONE anything about me!!! In my opinion, he needs to be in the back and away from the public!!

Its time to have USPS deliver directly to our campus buildings!!!!

The person who delivers to Hotz is wonderful, always cheerful and courteous!

Some people are great and others are not happy.

John Clark is a terrific employee at the Post Office window. He should be cloned.

Tucker Boys and Mike Belcher are extremely helpful and personable. They both do an excellent job.

This service is no longer. Scooter does not need to drive around campus and check to see if something needs to be picked up. This is a waste of resources.

I wish they stocked a greater variety of stamps!

Post Office

(119 to 120 Respondents)

	2012	2010	2008	2006
1. The PMC Solutions - Post Office staff provides assistance promptly.			4.17	4.24
2. Customers are treated courteously.			4.24	4.27
3. The PMC Solutions - Post Office staff are knowledgeable about regulations and rates.			4.33	4.34
4. I am served promptly and courteously by accessible and knowledgeable people.	4.39	4.44		
5. PMC Solutions - Post Office provides convenient hours.	4.18	4.28	4.13	4.05
6. The services provided are better this year than last year.	3.60	3.65	3.76	3.15
7. I am satisfied with the overall service provided by the PMC Solutions - Post Office.	4.24	4.38	4.20	4.07

Comments provided verbatim:

Please start accepting debit cards and credit cards as payment. It is most inconvenient to carry checks or cash for all transactions.

Allow us to use credit cards.

Repeat-John Clark is a good person to deal with at the window. A pleasure to deal with him.

Risk Management

Property and Casulty Insurance

(64 Respondents)

	2012	2010	2008	2006
1. The Risk Management staff are easily accessible.			4.08	4.04
2. The Risk Management staff are knowledgeable regarding all aspects of their job.			4.08	3.96
3. I am served promptly and courteously by accessible and knowledgeable people.	4.14	4.17		
4. Insurance/Risk Prevention is handled adequately.	4.13	4.03		
5. Insurance/Risk Prevention is handled accurately.			4.21	4.04
6. Risk Management/Insurance business is conducted in a timely manner.			4.25	3.96
7. Risk Management/Insurance business is conducted in a timely and accurate manner.	4.03	3.97		
8. The services provided are better this year than last year.	3.56	3.52	3.52	2.96
9. I am satisfied with the overall service provided by Risk Mgmt/Property & Casualty Insurance.	4.09	4.06	4.25	4.13

Comments provided verbatim:

James, Ellen, and Brooke are extremely knowledgeable of all facets of property and risk management. Pleased to work with them from a single PEC claim to a campus ice storm.

Brooke Moore is always available to help and returns calls and emails promptly. Ellen Ferguson is never helpful, takes forever to get information from her and is abrupt and rude.

I began to use this service this year, so I have no basis for comparison on the last question comparing this year to last year.

I do not have much interaction with this department. I am very satisfied with the services I received.

You should get an updated driver safety video.

I can never get a clear and accurate answer when working with this office.

It sometimes takes months to have student insurance cost charged to our provided cost centers. This should be more timely as a lot of times we are cost sharing expenses with other departments. They want documentation of the actual costs.

Workers' Compensation

(59 Respondents)

	2012	2010	2008	2006
1. The Workers' Compensation staff are easily accessible.			4.08	4.00
2. The Workers' Compensation staff are knowledgeable regarding all aspects of their job.			4.15	3.88
3. I am served promptly and courteously by accessible and knowledgeable people.	4.39	4.38		
4. The Workers' Compensation staff are responsive to my needs.	4.37	4.29	4.08	3.94
5. Workers' Compensation business is handled accurately.			4.15	3.88
6. Workers' Compensation business is conducted in a timely manner.			4.00	3.88
7. Workers' Compensation business is handled accurately and timely.	4.34	4.26		
8. The services provided are better this year than last year.	3.58	3.46	3.42	3.56
9. I am satisfied with the overall service provided by Workers' Compensation.	4.32	3.58	4.00	3.94

Comments provided verbatim:

Brooke knows workers' compensation and helps guide us thru the maze.

The Workers' Comp. arena is just confusing for everyone involved (the clerical staff and the person who was hurt).

Brooke Moore is very helpful and returns calls and emails in a very timely manner.

I was injured at work last November and was told by a University Doctor to take off several days. The time-off was then charged to my Sick leave. That doesn't seem right to me but I don't know what I could have or should have done to not be charged for the time off.

I've only used this service once, so cannot compare to a previous experience.

I was injured on the Job doing University business. While I was able to continue to work with some restrictions I also attended physical rehab but at no cost to me. However, I was informed I had to use the Sick time that I earned. I consider this to be Wrong. I was informed the only way the UofA would not charge me against my Earned Sick leave is if I was disabled and unable to work. I think this is an unfair action. I sent several emails to an Administrator in Little Rock to state my case and never got any replys to any of the emails. This took place several years ago and I am nearly back to where I was physically since the accident. I must be careful so I don't re-injure myself again. I do feel discomfort and some irritation from the injury even though the rehab team indicated I completed my rehab sessions.

The only time I've used Workers' Comp is when I had a claim of my own. I do not do Workers' Comp for my department.

It has been a few years since a staff member of mine has had a Workers' Comp claim so my data is old.

Telephone Services (188 to 189 Respondents)

	2012	2010	2008	2006
1. The Telephone Services staff are easily accessible.			4.28	4.39
2. The Telephone Services staff are knowledgeable regarding all aspects of their job.			4.26	4.23
3. I am served promptly and courteously by accessible and knowledgeable people.	4.28	4.38		
4. Calls and other business are handled accurately.			4.14	4.26
5. Telephone related business is conducted in a timely manner.			4.22	4.31
6. Calls and other business are handled accurately and timely.	4.25	4.29		
7. I am satisfied with the equipment and service offerings.	4.08			
8. The services provided are better this year than last year.	3.54	3.58	3.51	3.49
9. I am satisfied with the overall service provided by Telephone Services.	4.20	4.26	4.21	4.30

Comments provided verbatim:

Would like to see Telephone Services offer more modern basic phones with more features for the basic monthly line cost, or at a one time purchase price, without having to pay the higher monthly user rate to get something besides the old style 1970's desktop model used for the base phone. Get lots of complaints about it from users.

Ken, Kathy and the team are super folks and service from this group is exceptional.

Very helpful, friendly staff who know what they're doing.

I feel like nothing has changed in such a long time in this area and surely we are overlooking some great opportunities.

The people at Telephone Services are always, always helpful, courteous and great to work with. I appreciate them tremendously.

My telephone is relatively new, but horrendously outdated technologically. The ring is too loud and unadjustable. The speaker phone is nearly useless. The Voicemail process is burdensome and slow.

Still get too many mis-directed calls.

This office provides excellent service.

This office was very helpful in assisting us in setting up a telephone conferencing line for our clients. It was done in a timely and efficient manner.

I have been very happy with Michael Arcana since he has been providing our department with cell phone support. His interaction has been great for both me and with our faculty. He has some great ideas and seems to be making positive changes for our cell phone plans. I hope that he will be able to add an international texting plan soon.

Think some upgrades of phones are needed.

I love those ladies at the phone office. Kathy and Doris are fabulous!

Billing is not received, except long distance phone logs, increase of rates is not provided should be able to access all this information electronically.

The phone mail is a joke. It is too cumbersome to use so I bought a phone with an answering machine built in out of my own pocket.

Cellular Phone Service (144 Respondents)

	2012	2010
1. I am served promptly and courteously by accessible and knowledgeable people.	3.99	4.18
2. Establishing service and resolving problems is handled efficiently, accurately and timely.	3.95	4.08
3. I am pleased with the rate plans offered and value provided in the U of A contract.	3.83	3.97
4. The quality of the signal is adequate.	3.79	3.79
5. The services provided are better this year than last year.	3.44	
	Overall:	4.01

Comments provided verbatim:

We really like everything about the AT&T service and the folks that manage it at the UA. Still have issues with service inside Facilities Management complex given the metal building construction and the fact that it's on the periphery of the campus.

I work closely with Michael Arcana and he is extremely helpful with resolving any issues that arise. Even when we have changes he works through it and is so very helpful.

The new cellular technician is very knowledgeable, friendly, and helpful. I can't rely on any signal in many places in Mullins Library.

It amazes me that we cannot get reception in Razorback Stadium although there is a HUGE AT&T sign on the scoreboard!

I have had several times our faculty or staff have called Telephone Services and no one ever answers. It's like their phone is always forwarded to voice mail. With Scott leaving, it's a definite loss on the cell phone service support.

New person is doing a great job. Previous, I got no response or curt/short replies.

I was advised very incorrectly when I traveled internationally this year resulting in a large roaming charge that I was told would not occur.

I work in the middle of the Arkansas Union. I am often unable to get service in our office. I contribute that to the building more than the service. We often have to go outside to get a signal strong enough to receive/make a call. Not sure there is anything that could be done about that.

The accounting department takes care of everything that pertains to this service. I cannot answer agree or disagree.

Scott Tankersley was always on top of everything there. He may have left by now.

We actually had to switch to an off campus provider for our needs (cellular modems on sampling equipment-had to go with Verizon).

I wrote the following on the "Telephone Services" page, I only deal with cell phones for our department. I have been very happy with Michael Arcana since he has been providing out department with cell phone support. His interaction has been great for both me and with our faculty. He has some great ideas and seems to be making positive changes for our cell phone plans. I hope that he will be able to add an international texting plan soon.

Mike Arcana is not a very nice person to interact with. He always has a problem, and never gives you a chance to resolve it, talks down to accountants and users alike, and is just generally unpleasant. I dread contacting the cell services person, as do most of the faculty I work with. Mike almost seems overwhelmed by the entire job.

The new man in place of Scott Tankersley is rude and has an attitude. He has an inferiority complex because he finds it necessary to quote his resume on the phone and spout the virtues of how things are going to be better under him. He also is not respectful enough of the work we do here in his dealings with faculty. He constantly runs down Tankersley, whom I found to be helpful, even if not the most efficient.

It is difficult to find the service plans offered or the costs associated with them. I assume the plans we use are adequate, but I haven't seen the plans together for a good comparison.

New agent at U of A is much more accessible than old one. Always answers questions quickly.

The service seems to get worse every year. Scott was particularly difficult to work with and uninterested in being helpful or responsive. When his boss was contacted about his behavior and work issues, there were promises that things would be better, but they never were. There was absolutely no accountability. The cell phone office is, I think, the most dysfunctional office on campus. I am hopeful that the new person on board can make big improvements in customer service.

Transit

(77 Respondents)

	2012	2010	2008	2006
1. Transit staff are knowledgeable regarding all aspects of their job.			4.11	3.47
2. I am served promptly and courteously by accessible and knowledgeable people.	4.23	4.20		
3. The number of stops provided by Transit is adequate.	3.81	3.87	3.44	3.77
4. Transit stops are located in convenient locations.	4.00	3.83	3.83	4.12
5. Buses and equipment are in good condition and clean.	4.09	3.94	4.22	4.35
6. Transit service is reliable.	4.05	3.80	4.28	4.00
7. Passengers are safe on Transit buses.			3.94	4.18
8. Passengers feel safe on Transit buses.	4.04	3.92		
9. Route information is easily obtainable.	4.25	3.94	4.28	3.82
10. The services are better this year than last year.	3.68	3.47	3.65	3.59
11. I am satisfied with the overall service provided by Transit.	4.14	4.02	4.12	4.29

Comments provided verbatim:

There should be stops at the Global Campus on the downtown Fayetteville Square. Many students come from campus to take tests and drop off lessons at the Independent Study office. The bus stops several blocks away at non-UA facilities.

I am not a frequent user of the transit system, but when I have needed to use it, it certainly satisfied my need.

This was my first year using the transit service.

I know we have to provide service to the community, but does it have to be free? The students pay for the transit system whether they use it or not. The non-university people who ride the bus are sometimes rude, noisy and we have observed them threatening a driver because he politely asked them to observe safety rules. Our students tell me they are not safe on the bus, because of some of these people. People going through the transit facility and into the union are uncomfortable with some of them. There are other bus services in town, do they charge? I would be willing to pay what a fulltime student pays to ride the bus, they can pay it also. I don't want to see them denied transportation, but if they paid, maybe they would not be so problematic if the threat that their riding privileges could be suspended existed. I have had to literally climb over strollers in the aisles to get off the bus...strollers that were easily folded up and are empty, and they just ignore it. I'm sure DHS would pay for them a permit.

Gary, Mike and rest of the team are good at what they do and the service is top notch.

I feel safe on the bus I ride because I don't ride any of the buses that indigent people are interested in and it doesn't go past the bushes where they sleep. I can't say that for all the buses. I've been a proponent to start a swiping system for riders where all students, faculty and staff can ride for free with a swipe. The rest of the community would have to fork up a dollar a ride. That's very reasonable and might discourage some of the criminal element to find another way to get around town. I realize that a dollar is not an impossible thing for them to come up with, but why should we invite them to ride for free and then have them harass our students and other riders?

You can tell services has increased and improved in response to the growing campus population. Stops are handled more efficiently to make sure the routes can keep good time. Sometimes the ADA stop announcements are hard to hear but when they're clear it can be beneficial to ADA passengers who need it.

Some of the drivers are very unfriendly and there have been several times I ended up in someone else's lap due to the abrupt stopping of some of the drivers. I would like to see another stop between the Leverett/Maple stop and the Union Station. For those of us who have had surgery or medical problems it is a steep climb to get up the hill.

Often I witness the buses breaking traffic laws. The intersection of Maple and Garland often has buses running red lights which encourages other to do the same. Also I have seen buses not pulling off into their designated stop area and blocking traffic so that they do not have to merge back in.

Some of the drivers are too aggressive. Some of them drive too fast and cut other drivers off around the farm area. I haven't ridden the bus this school year, so my comments are about the experiences I had in the 2010/2011 academic year.

I wish the transit system covered more of the city.

Need to widen your coverage to include more of Fayetteville.

Unfortunately courteous and knowledgeable personnel depends on who you connect with on the phone or who your driver is; Chris is an awesome driver, always in a good mood.

Again I've used the bus once, doesn't make me a very good judge.

Buses are full at peak times. That's going to just get worse as our enrollment grows.

While the service is reliable in that I know it will be running, I find that many times the buses are completely off schedule, especially with the Yellow and Blue lines.

Coming from a major metropolitan area, I can assure you that the bus service here is excellent.

I wish that transit services reached College. I live only a mile from campus but on the east-side of College Ave. There are no good options for taking transit if you live east of College. There are numerous faculty and staff that could be served by the Razor transit if the next expansion was toward the east Fayetteville neighborhoods.

It would be awesome if you could implement a public website which show the GPS location of each bus while on its route.

Need more buses on the blue route, as the bus frequently goes by without stopping because it is full.

There needs to be a stronger emphasis on cycling on campus and not mass transportation.

Bus drivers are often short and rude. Route information online is so small you can't read it and the routes are not posted at each stop. Sometimes the drivers are ahead of schedule for each stop and they don't stop and get caught up. Which as a rider if you are running late and the bus is early, you missed your ride and will be late as well to your destination.

Parking	(290 Respondents)	2012	2010	2008	2006
1. The Parking staff addresses requests promptly.				3.58	3.48
2. The Parking staff are knowledgeable regarding all aspects of their job.				3.84	3.67
3. I am served promptly and courteously by accessible and knowledgeable people.		3.67	3.76		
4. Vehicles are safe in campus parking areas.		3.72	3.75	3.22	3.34
5. Lighting is good in campus parking areas.		3.51	3.63	3.33	3.57
6. Parking areas have adequate signs.		3.51	3.55	3.37	3.42
7. Parking facilities are well maintained.		3.57	3.67	3.39	3.58
8. Fines are resolved equitably.		3.31	3.10	3.28	2.76
9. Parking enforcement is consistent and fair.		3.34	3.07		
10. Parking permits are easily purchased and obtained.			4.04	4.08	4.06
11. The services provided are better this year than last year.		3.02	3.10	2.90	2.63
12. I am satisfied with the overall service provided by Parking.		3.30	3.35	3.08	3.02

Comments provided verbatim:

Need more yellow parking spaces for STAFF!!!!!!! And not in the parking garages! Staff doesn't get paid enough to pay for parking in the garages! Would be nice to have a bus service to and from Rogers every morning and every evening for commuters. I would be willing to pay \$10-\$20 a week for this bus service. But it would have to get me to the UA by 8:00 am and be ready to leave campus again by 4:30. These are usually the working hours for staff.

NEED MORE PARKING SPACES.

Thank you for the extra scooter parking.

I understand completely that there are adequate places for scooters and motorcycles to park on campus but for Spyder riders, three wheels, I think it's only fair to be able to park in the decks.

Had my car parked in a large faculty staff lot in the middle of a work day when someone jacked my car up, stole a wheel and tire off the car, and left it on blocks. I have no confidence in the security of vehicles in UA parking lots.

Whenever I visit the office of parking, I feel like I am interrupting their work. When I ask questions, I get a short and rude response. The front desk staff just do not seem interested in helping people.

Sometimes when they are closing lots, the signs are not seen. If you go into a parking lot everyday, you don't notice additional signs. There are a LOT of signs all over this campus and we tend to be immune to them. When lots close for special events, students have to move their cars a long way from where they live and the cars may not be safe or getting back and forth may not be safe. I admire the people who work in parking for keeping their positive attitudes when we know they are subject to a lot of abuse.

Gary, Andy, Carla and the rest of the Parking team are good to work with and understand our sometimes unique requirements.

I am still surprised that an employee has to pay to park at their employer.

I'm referring to the Stadium Parking Garage. There should be a separate or designated place for the larger trucks. Two way traffic is difficult if these big trucks are parked, and visibility/maneuverability is poor if they park at the beginning or end of the rows when cars have to make tight turns.

I feel that a lot of the lots that have blue signs until 7 pm should be changed to 6 pm at the latest.

Parking makes even less sense than before, especially paying for parking in the garages. Cash or requiring a parking app to use a credit card (which I and a rather large percentage of the campus can't use because they do not have a smartphone) is ridiculous and intentionally making it more difficult to park on campus and easier to get parking fines. Also, how to pay the meters is also a pain for visitors to campus. Requiring a fee to contest a parking ticket when it is clearly a mistake on the part of the meter staff is also outrageous.

Parking services are rude and not customer oriented. Disputes are never resolved fairly.

Really, you have to ask these questions about parking

Obviously parking is a big issue. With the increase in parking decks on the campus yes improvements and expansion are taking place. I do see a big waste of blue reserved spaces near the campus. Not everyone can afford those spots but many remain empty on a daily basis.

The Transit garage attached to the Union is very dark. I also noticed that nobody is picking up trash as often in the Union garage as they did last year.

Lighting is mostly adequate, but some areas, such as the "pit" seem uncomfortably dark when we have to leave after dark. I've been caught before by thinking I understood that I was parking in a "legal" zone, but did not. This is where a lot is partially two zones within one area. I often have to load/unload items to and from my car for work and have to risk a ticket each time to do so because I do not have a reserved pass. This is unfair.

The scooter and motorcycle parking spots are always too full and you have to call to get someone to come ticket them and it does no good since you either don't get a response or they just put a ticket on the bike and leave it there so the problem is not solved. Soroity cars are not ticketed even when other cars parked in the same area the day before get ticketed but their don't. Lots are not checked and cars ticketed or towed. I call it a hunting license since I have no guarantee I will get to park if I come in late or leave for lunch or an errand. The meter people will stand around and wait for a meter to expire before walking to the next set of meters and I think it is highway robbery that I can get two tickets a day at a meter. The first ticket more than pays for all day parking. To get a handicapped parking pass is easy but you still can't park and if you need the paratransit you have to have all kinks of paperwork to get them to pick you up to get to your building. I have had surgery on both knees and a heart condition but it is too much trouble for me to even try to get the paratransit to pick me up. I don't need a handicapped tag but trying to get up the hill from the parking areas or getting off on the closest bus stop requires me and others to walk up a hill that makes it hard to get up to my office.

The increasing lack of handicap spaces close to locations I frequent makes parking more difficult semester by semester. The continued increase of parking fees is becoming a reason for seeking employment outside the U of A. Paying off investment bonds for building new parking facilities (Which many of us cannot afford to park in) on the backs of underpaid employees is not right, and is the number one major negative of being an employee of the university. It is a ridiculous slap in the face to be asked to make due with less and then pay more for the "privilege" of working here.

Emails regarding parking permit changes went completely unanswered/ignored. Requests for follow up were also disregarded.

Some of the people in Parking are rude, and the website does not give adequate information.

I feel that Employees of the university should not have to pay for parking. Parking expense is not a good value for the employee. I have gotten nails in my tires after parking in my spot and so have other employees in Physics. During the winter there has been ice on our lot where we could not even park without our vehicles sliding downhill, and walking up the lot to the steps was not even a consideration. For the amount we pay for a parking sticker this should of not happened.

The stairwell in Harmon garage is absolutley filthy. The funding model for the Harmon garage is absolutely crazy....it's a lot to pay to work.

It is irritating to have to pay to come to work and it is not even deductible.

I had a wheel stolen off my car a couple of years ago in one of the main, large, parking lots on campus.

Seems there are more parking lots being removed with no parking lots being added. May just be a problem on the side of campus I am located on though.

A couple of decks in the Harmon Avenue Garage are not well lit, i.e. Fifth Floor.

Reasonably priced and located parking is the worst thing about the U of A.

Need more handicapped parking closer to buildings. Price too high for parking.

Parking prices and reliability of elevators/gates at the parking garage in inexcuseably poor. To pay \$680+ to park and be unable to use every single entrance and elevator is incredibly poor service. The price of parking has increased at a pace that is making it almost impossible for employees to park on campus. 5% yearly parking increases compared with 1.5% raises is in no way workable.

I pay to park in the stadium deck. I've had several occasions over the last year that the car I am parked next to in the reserve area has a green sticker. I come back to my car later in the day and they have not received a ticket.

I don't think that fleet vehicles should receive parking tickets!

I only park in a gravel lot on the Research Farm or the loading area of Rosen Alternate Pest Control Center. I hate parking on campus and try to avoid if at all possible.

Change the half row of "Blue" parking spots to "Yellow" in the Hotz Hall parking lot. These blue spots are never full, while additional yellow spots will better accommodate staff needs.

While I doubt that it is the focus of the survey, the cost of parking is very high, especially considering half the lot I park on is not used. Some staff members that I work with use off-campus parking as it is cheaper than on-campus.

Never enough parking. The parking decks are absolutely over priced.

Just running out of parking spots for Faculty/Staff (Yellow stickers). Hopefully we will not lose any more spots.

Yellow zones on the northwest side of campus seem to be overflowing - yet the red zone in Lot 37 is NEVER full. I understand the need to provide enough spots for people with red permits (and I know they pay a lot for those permits) - but WHY are the zones so static - if it's observed that lot is truly never full then why can't yellow get a 'few more' spots until the red is at capacity? It may not be fair to you - but passing 40+ spots in that lot while ALL yellow spots anywhere nearby are full is really maddening.

The parking enforcement people should be given ID numbers so that when they are rude, they can be reported. If I were as rude as some of them are, I would not want to give out my name either. But they should have identifying numbers on their vests, so you can identify "bad apples" rather than griping about the majority of workers who are just doing a miserable job as best they can. Also, there needs to be a better parking arrangements for visitors. We only have 3 spots in front of the law school, and they often will not accommodate visiting speakers, employers here for on-campus interviews, etc.

Negative: Motorcycle parking is inadequate. There is too much preference give to scooter parking. Some parking areas such as the one behind ANSC are not maintained properly. It is hazardous to walk through the parking lot, or get through on a motorcycle due to holes in the road and loose gravel. Positive comment: Using the hang tag with the cable to allow use of a permit on both a car and a motorcycle was a very good thing to do.

Again I use one parking lot so how can I judge the different areas where you can park?

Parking for staff in the lot just north of the new Medical Professionals building is MUCH WORSE.

Resident reserve spaces are wasting away next to Yocum while faculty and staff continue to trudge up the steepest part of the hill. The faculty/staff reserved lot next to the University Press goes woefully under-utilized. Not sure if I would pay what it costs to park there, but it is very frustrating to see so many parking spaces go to waste.

Since I find it insulting that employees must pay the employer to park their car near the work place, it's difficult to be objective. If there are any cost of living raises this year, they will be taken away by the 5% increase in parking fees - I can't agree that this provides better service this year as compared to last year. I can state that the parking issue will definitely play into any decision that I make concerning continued employment at the University.

The signage is not very clear. There appears to be multiple parking classifications that use a blue sign. I also am not sure where you are allowed to park. Example, I believe that if you have a blue AA sticker you can also park in yellow faculty/staff lots? Is that true?

Some parking lots do not accommodate pick-up trucks easily. Spaces are too small and lanes are too narrow. There are many employees who only transportation is a pickup and the lots are designed more for small vehicles and yes many employees do not drive pick-ups. Is this discrimination against employees who drive pick-ups? Hmmmm, so much diversity!

Lighting for Parking Lot 15 and 15A is rather dim.

It appalls me that I have to pay to park where I work and that the price for that rises every year!

Removal of "Yellow" lots, driving more people to the expensive garages does not seem like a fair exchange. Parking garage fees are entirely too steep, especially for classified staff.

The Harmon deck has by the 6th floor elevator to indicate if a particular exit is out of order. However, the information is rarely posted. Very frustrating when you could have avoided a delay.

Parking is WAY over priced.

My parking lot is continuously littered with broken glass bottles, fast food trash, and various other debris. It is an embarrassment.

It is very difficult to back out and leave the Parking Garage next to the Union at the end of the day with all of the students racing around in the parking garage.

I was very disappointing when the yellow lot was taken away due to the childcare construction site. That is a great place for anything on campus.

Why is it that Parking has yellow slots all around their building while others are blue. Must be nice they help set the prices and location for what parking will be charging and their own location at their building is yellow and not blue. Also parking going up 5% every year is ridiculous!!

My office is a student services office and we have to be here until 5:00. We receive notices that we have to vacate a parking lot by 5:00 or get towed. My office begins calling parking and Transit complaining. Parking and Transit replies that they will tow students first then staff so we have a few minutes. It would be less stressful for my office and Parking/Transit if you change the 5:00 deadline for faculty/staff to 5:15 or 5:30.

For the high price of parking on this campus I find having to come early and search for a parking spot for staff not good. This year parking has not been too bad on the Leverett lots for staff. Several times this year I have had my car sprayed with ketchup and other substances. In the mixed parking lots I think that the signs can be confusing especially if it's a lot that you don't usually park in. There has to be a way to mark the different parking areas more clearly that would not be too expensive, like paint on the asphalt.

Need to have more parking available to students and at a more cost friendly price!

There are not enough parking spaces for faculty/staff, especially during the construction phase. Even when no construction is going on, parking places for faculty/staff are at a premium and if you don't get here extremely early, you don't get a spot remotely close to where you work making you late for work at times. It's a real problem. The parking decks are wonderful, but most staff cannot afford the yearly fee, even when taken out of their paychecks monthly. We often can't make ends meet at the end of the month on payday, let alone having the added expense of a parking sticker for the parking decks. We need more parking spaces, reduced fees for the parking deck and most staff desperately need a significant pay raise.

My car has been damaged by the gravel lots on Lindell Ave. The incline at the exit was so steep that it damaged the under-carriage of my car. The cement parking blocks that we are supposed to park in front of are too high off the ground so again, cars that sit low to the ground drag over the top of them causing damage, yet if you don't pull close enough to them, your car is damaged by people backing into you. When construction is going on there are nails left all over the parking lots which lead to flat tires. People with higher priority parking stickers should not be allowed to park in the cheaper lots. i.e. Blue should not be allowed to park in Yellow, etc. We don't make a lot of money, which is why we can only afford the yellow. Many times I will pass numerous empty "blue" spaces only to see yellow spaces filled with "blue" stickers, but I can't park in the blue with my yellow sticker. Not fair. We need more economic options too, like more commuter lots at a cheaper rate than the yellow stickers for staff.

Ticketing is inconsistent: is it the sign or the paint? Is it 1/2 a car or just a bumper? If it's a motorcycle is it 3" or 1/2 the bike?

I park my bicycle. Faculty and staff complain there is no parking, but there plenty of spaces on campus. It may require walking 5 or 10 minutes but more people need to be doing this anyways.

Parking lots are not cleared of ice or snow and can make it hazardous to get to your building. My car has been a victim of vandalizing, parts of my bike were stolen, my trailer hitch was stolen and have had my car scratched by other vehicles or peoples purses/keys. Lighting and signage are not good. There is not adequate walkways through the parking lot to get to your vehicle without walking in the roadway. Which can be unsafe. People are forgetful and may have multiple cars, forgetting your sticker from one vehicle to another at times can cause the issue of a ticket. There is not system of validating your vehicle is legitamet to park in a certain lot. This system needs updating. The cost of parking is not equal to what I am provided in return.

No news flash here. There simply are not enough parking available. I park in the lots behind the NW Quad and HOTZ. The lots are full of trash every morning as is the lot between PWHC and Animal Science. This is not related to athletic events although it is always worse after football game weekends. I assume this comes from the students who move their cars in after the lots are vacated at 5. Can something be done to police the lots after hours? Perhaps some dummy security cameras and signage would help this problem. This is absolutely atrocious! What a bunch of slob.

I realize that the Parking and Transit people have a tough job, and that they must be harrassed constantly. The people at the front window are very nice and helpful. However, the people involved in the "inner workings" always seem to have an attitude and are unhelpful. Maybe they are defensive because they are in a stressful position, but it's unpleasant.