

# Customer Service Survey

Prepared for:



Angelo State University

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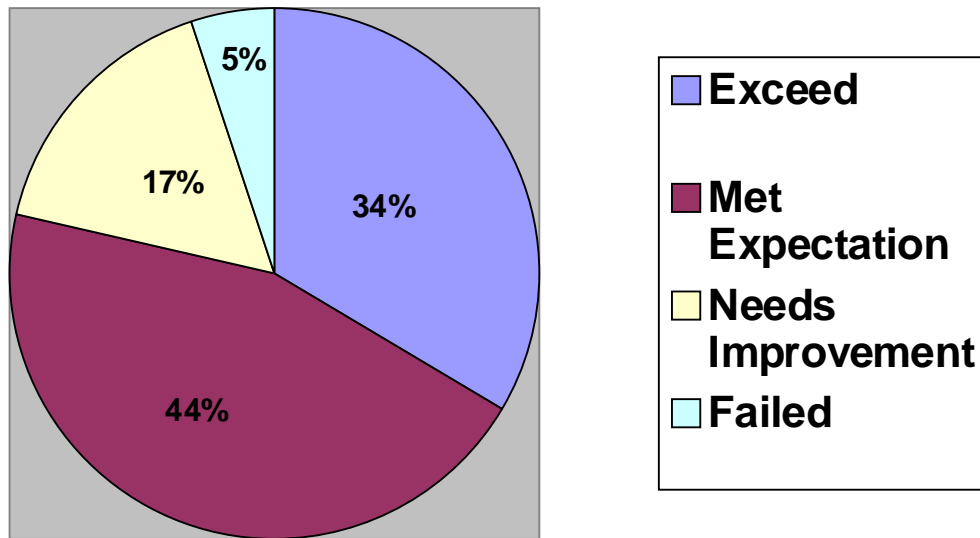
# Conclusions

After reviewing and analyzing the survey data through One-way ANOVAs, T-tests, Chi-square tests, and general statistics, we have come to some conclusions.

## Human Resources

The following graph shows the overall satisfaction with the Human Resources Department. Only Faculty and Staff responded to questions about Human Resources. Human Resources improved by 18.5% in *exceeds my expectations* and went down by 10% in *Met some of my expectations*.

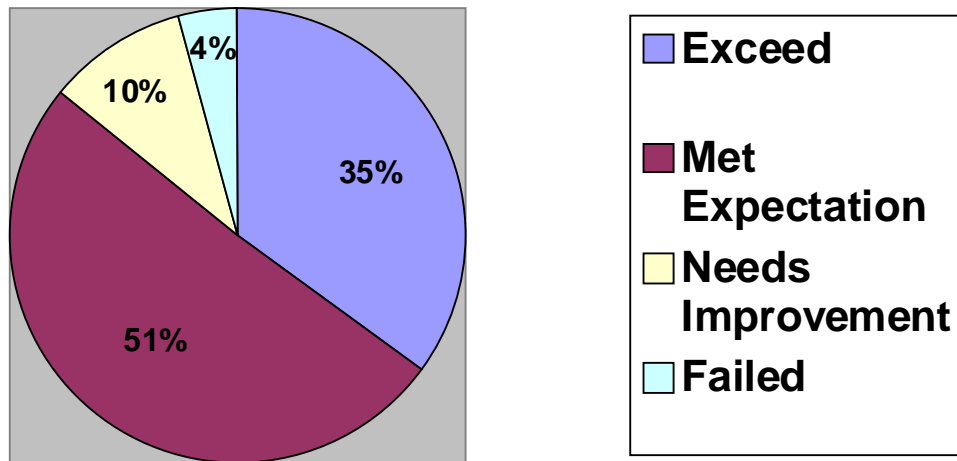
**Human Resources Overall Satisfaction**



## Facilities Management

The following graph shows the overall satisfaction with Facilities Management. Only Faculty and Staff responded to questions about Facilities Management. Facilities Management met over 50% of the expectations of students and employees. A 16.3 % increase occurred in *exceeds my expectations*, possibly resulting in the 11%

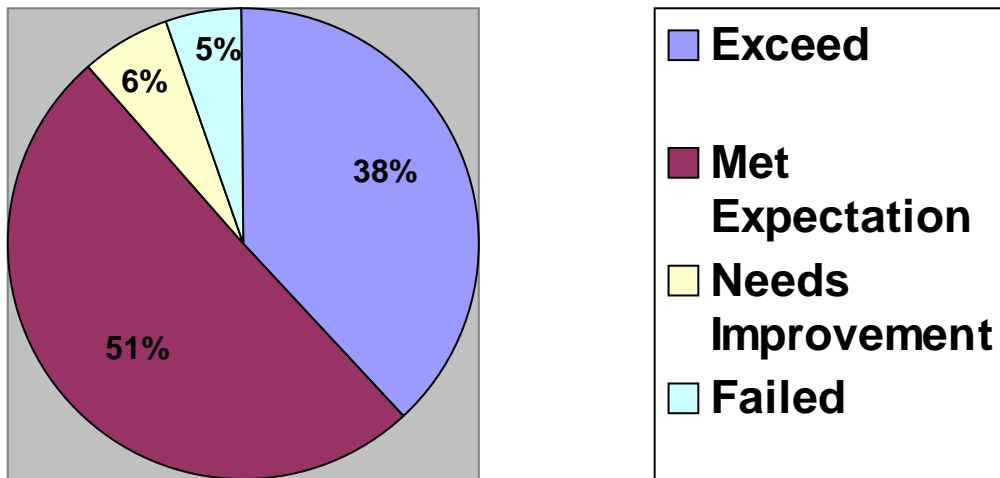
### Facilities Management Overall Satisfaction



## Budgeting and Payroll

The following graph shows the overall satisfaction with the Budgeting and Payroll Office. Only Faculty and Staff responded to questions about Budget and Payroll. The Budgeting and Payroll Office increased exceeded expectations by 17.8%. The number of respondents who felt improvement was needed decreased by 16.3%.

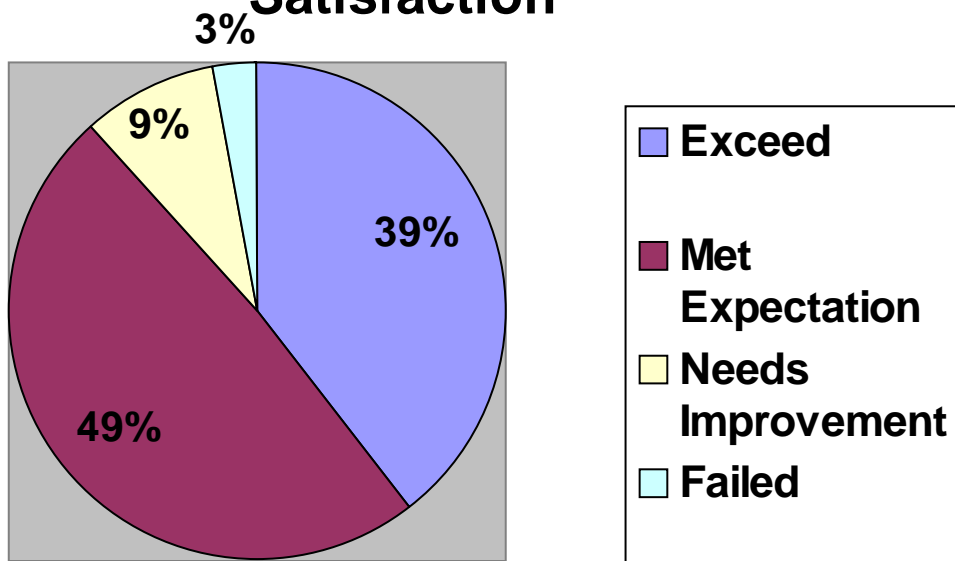
### Budgeting and Payroll Office Overall Satisfaction



# Purchasing

The following graph shows the overall satisfaction with the Purchasing Office. Only Faculty and Staff responded to questions about Budget and Payroll. The Purchasing Office also increased their overall satisfaction by 13%, resulting in 13% decrease in *needs improvement*. They are continuing to steadily meet expectations.

## Purchasing Office Overall Satisfaction

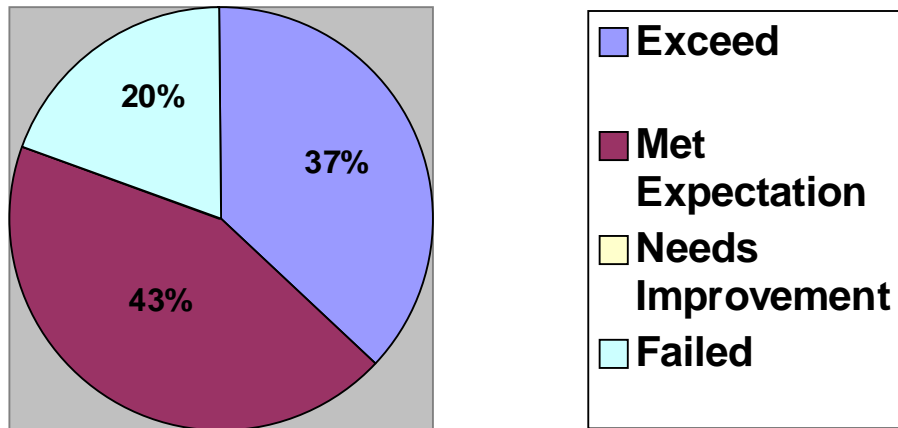




# Controllers

The following graph shows the overall satisfaction with the Controllers Office. Only Faculty and Staff responded to questions about the Controllers Office. The Controllers Office had previously experienced decreases in exceeding and meeting expectations, but this year they increased *exceeded my expectations* by 21.7% and zero respondents felt it needed improvement. However, the *failed to meet my expectations* slightly increased by 6.9%.

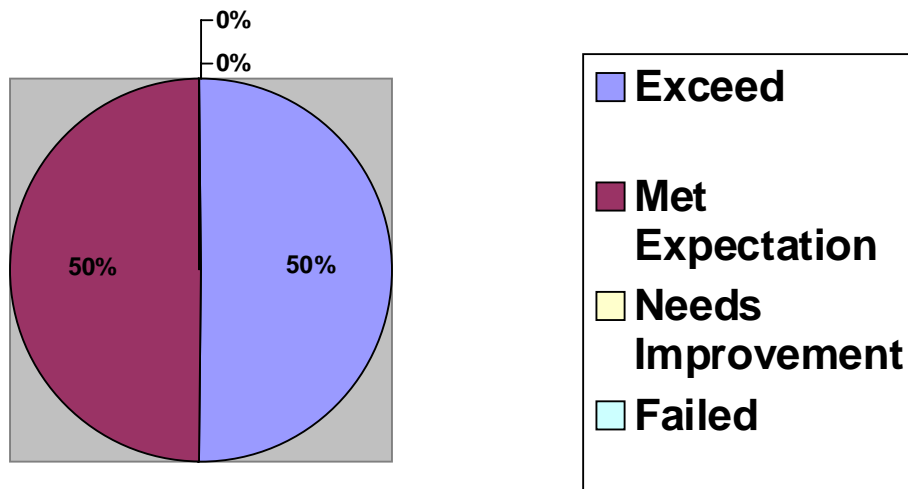
## Controllers Office Overall Satisfaction



# Inventory

Only faculty and staff responded to questions about the Inventory Office. The promptness of service responses were of significance because they reported a 66.7% *Failed to meet expectations* frequency. The following graph shows the overall satisfaction with the Inventory Office, and there is a large percentage of cannot evaluate responses, making it difficult to analyze the inventory office. However, this office did not fail to meet any respondents' expectations nor did any respondents feel it needed improvement, despite the problems with promptness. It met 50% of respondents' expectations and exceeded 50% of respondents' expectations, despite the failure to meet expectations with promptness.

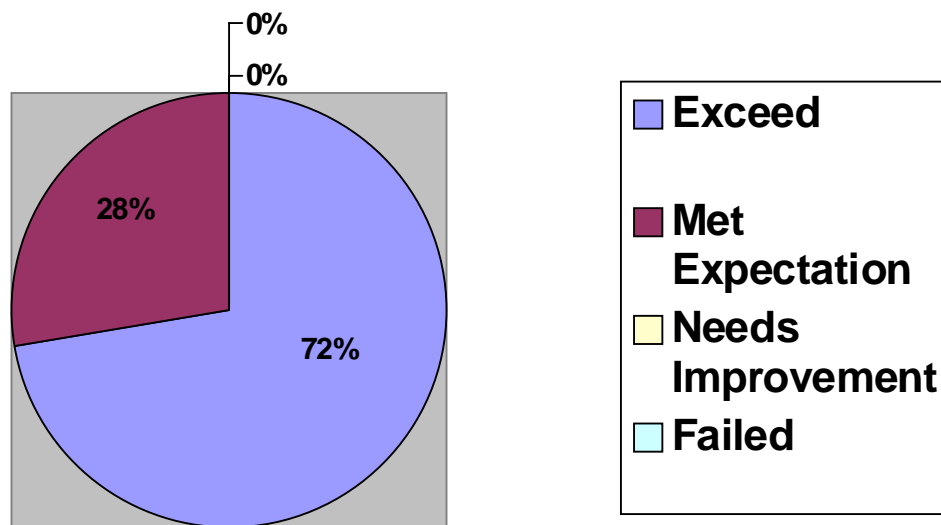
## Inventory Office Overall Satisfaction



## Print Shop

The following graph shows the overall satisfaction with the Print Shop. Only faculty and staff responded to questions about the Print Shop. The shop location responses are of significance because they reported a 35.4% *Failed to meet expectations* frequency. Despite this, the print shop had zero responses in *failed to meet my expectations* and *needs improvement* in overall satisfaction. They increased in *exceeds my expectation* by 15.8%, now exceeding the expectations of 72.2% of respondents.

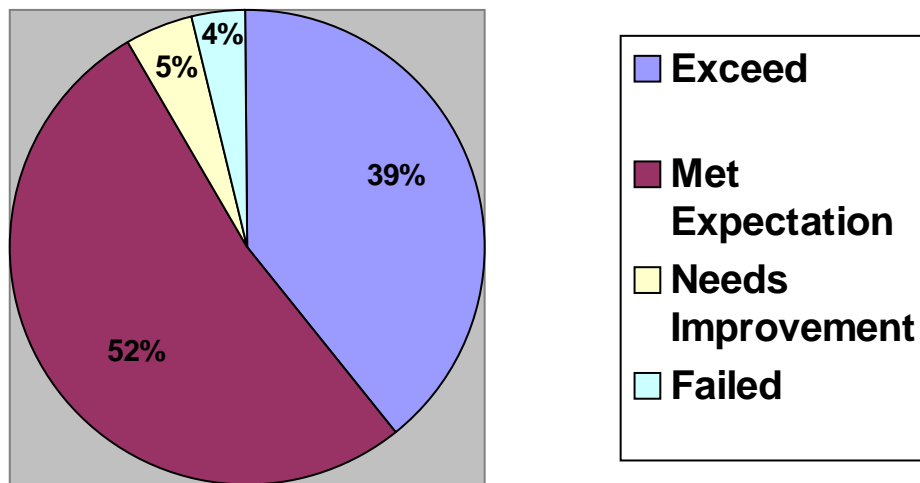
### Print Shop Overall Satisfaction



## Mail Services

The following graph shows the overall satisfaction with the Mail Services. Students, faculty and staff responded to questions about the Mail Services. The office hours responses are of significance because they reported a 52.6% *Failed to meet expectations* frequency. Despite this, the mail services met the expectations of over 50% of respondents, but made no significant improvements in an increased percentage of *exceeded my expectations* responses.

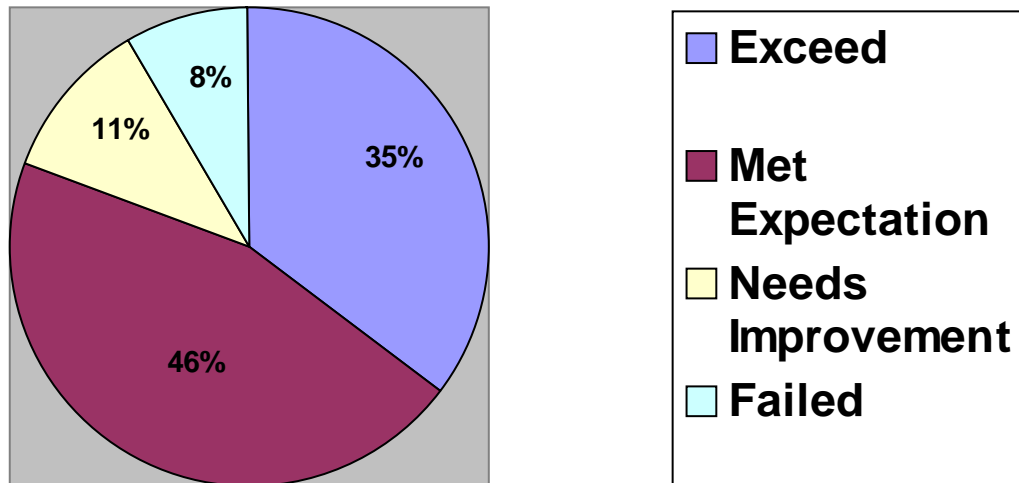
### Mail Service Overall Satisfaction



## Student Accounts Office

The following graph shows the overall satisfaction with the Student Accounts Office. Students, faculty and staff responded to questions about the Student Accounts Office. The Office Location responses are of significance because they reported a 39.1% *Failed to meet expectations* frequency. The Student Accounts Office's most significant change was an increase in *failed to meet my expectations* by 5.1%.

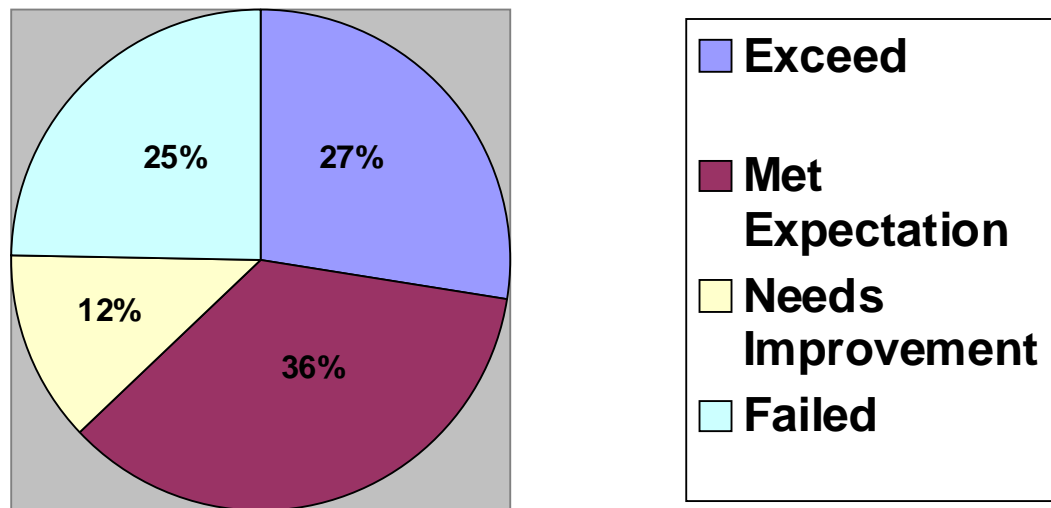
### Student Accounts Office Overall Satisfaction



## Residence Life Office

The following graph shows the overall satisfaction with the Residence Life Office. Students, faculty and staff responded to questions about the Residence Life Office. The Office Location responses are of significance because they reported a 71.1% *Failed to meet expectations* frequency. There was a drastic increase in *failed to meet my expectations* by 20.4%. There was a decrease in responses to all other areas. Residence Life was the low performer of all departments.

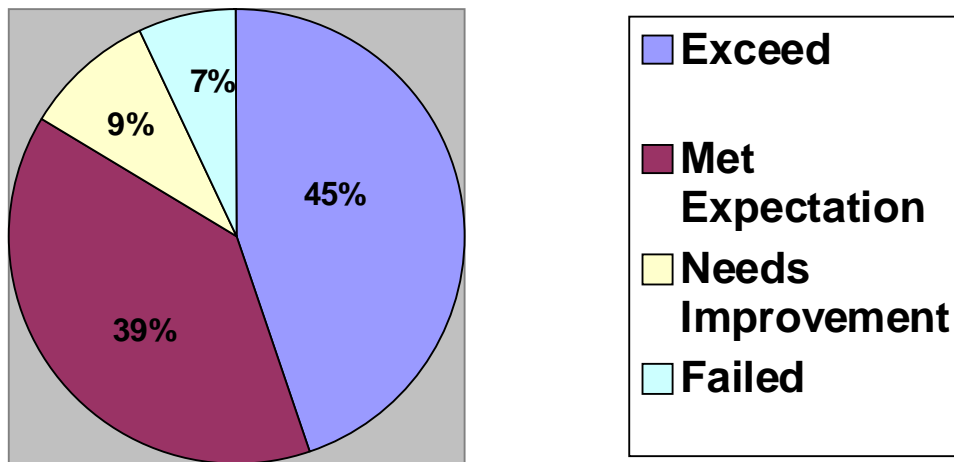
### Residence Life Office Overall Satisfaction



# OneCard

The following graph shows the overall satisfaction with the OneCard Office. Students, faculty and staff responded to questions about the OneCard Office. The Office Location responses are of significance because they reported a 52.2% *Failed to meet expectations* frequency. However, that one item didn't seem to affect the overall satisfaction too badly. The OneCard Office increased by more than 10% in exceeding the expectations of respondents.

## OneCard Office Overall Satisfaction



# Recommendations

We have a few recommendations for changes on the survey, based on the pre-testing and survey results. We recommend altering the survey into two columns, where one column measures the respondent's perception of the customer service and the other column measures the actual level of customer service received. From this, a score for each dimension can be developed and an average difference between the desired level of service and the perceived level of service.

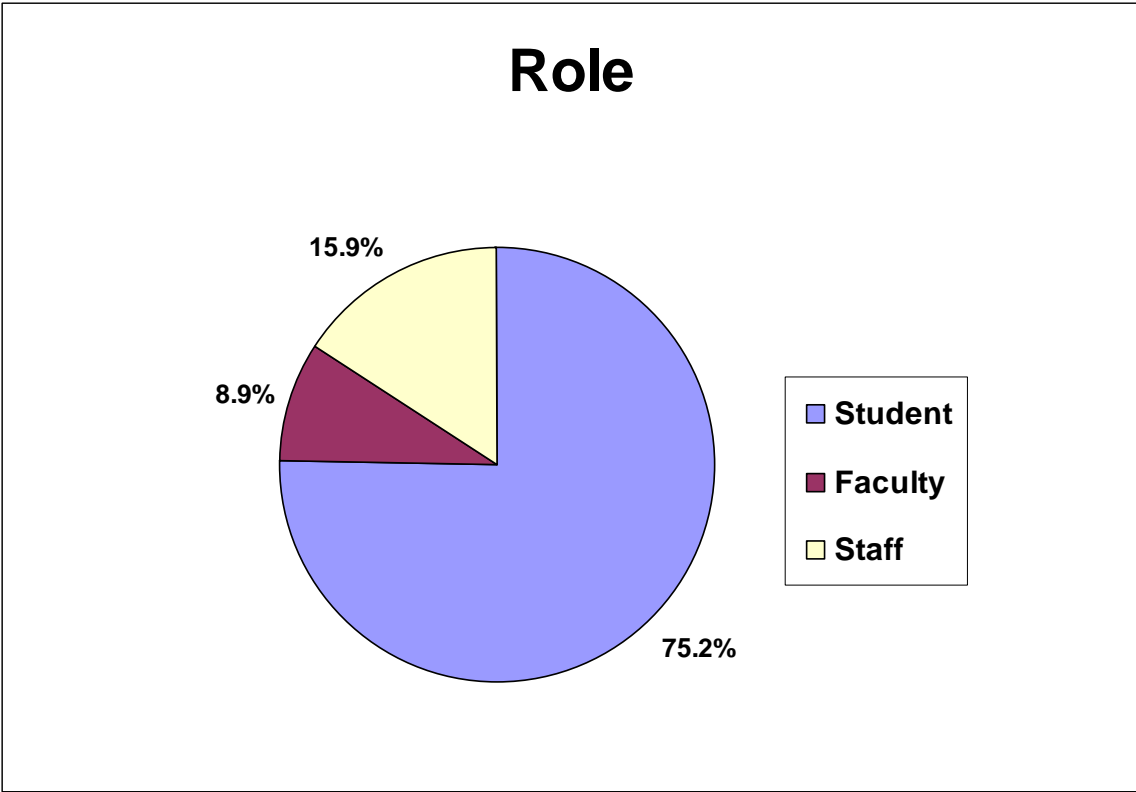
We feel that the Likert scale labels needs to be changed from Exceeds my expectations, Met my expectations, Met some of my expectations, Failed to meet my expectations, and Cannot evaluate to Very Satisfied, Satisfied, Neither satisfied nor dissatisfied, Dissatisfied, and Very Dissatisfied. The current labels of the Likert scale limit the statements in the survey to only positively worded statements. Statements of this type need to be balanced by using twofold statements, having both positive and negative statements and if the labels are changed, the statements could be worded either positively or negatively.

On the Comments section of the survey, the faculty and staff evaluate ten offices and the university in general. From these comments there are some departments that need some improvements. The biggest problem seems to be the facilities department, which includes the custodians. From these comments, many were related to the cleanliness of the offices and bathrooms. Some of these concerns included: trash not being taken out daily, desks not being dusted, and the floors not being swept/mopped or vacuumed.

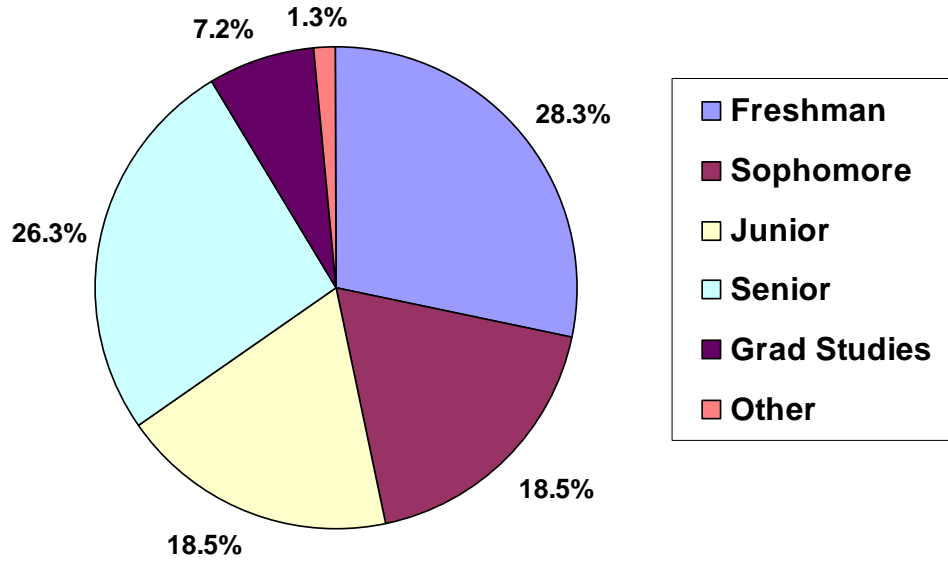
We would recommend evaluating the tasks of the cleaning staff and making sure that the buildings are properly cleaned. In the evaluations, faculty and staff evaluate every office and there are some offices that do not serve the faculty and staff. Therefore, it is our recommendation that the Residence Life Office only be evaluated by the students and the OneCard Office should also be taken into consideration because very few faculty and staff members use their services. With the OneCard, the Financial Aid Office should also be evaluated by the students because they are serving the students.



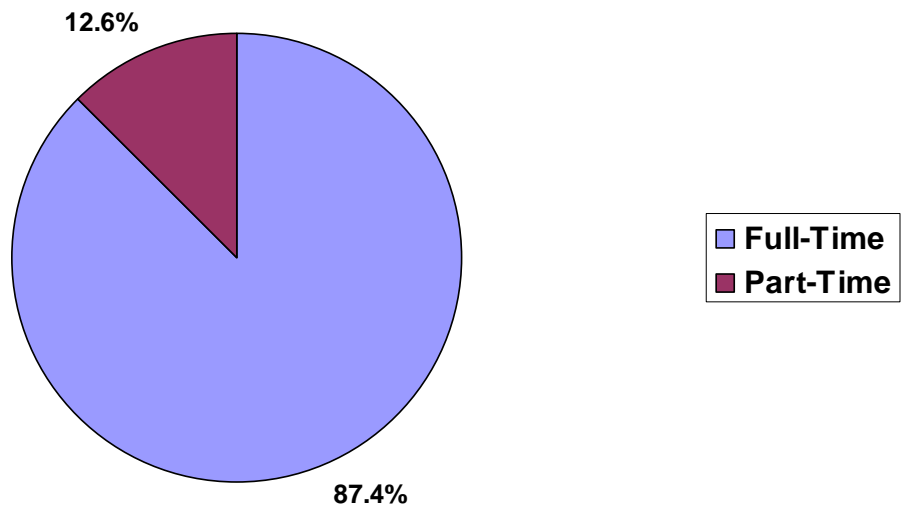
# Demographics



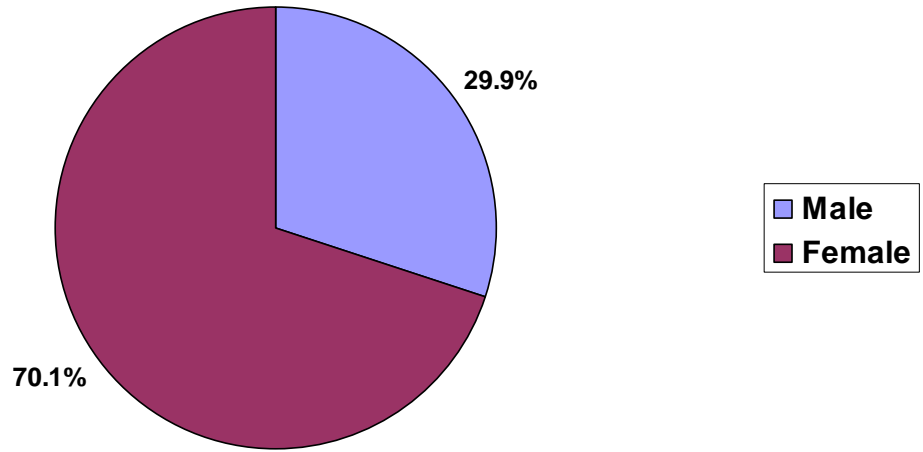
## Student Classification



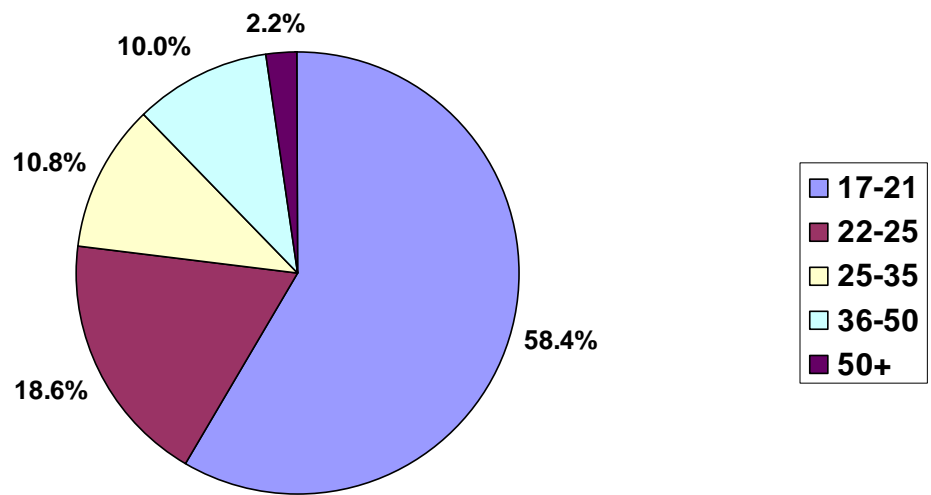
## Student Enrollment



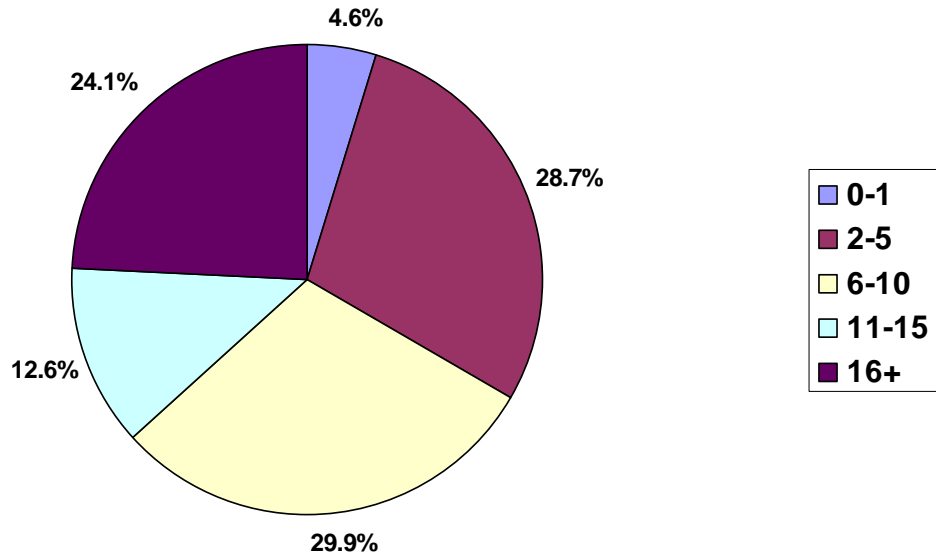
### Student Gender



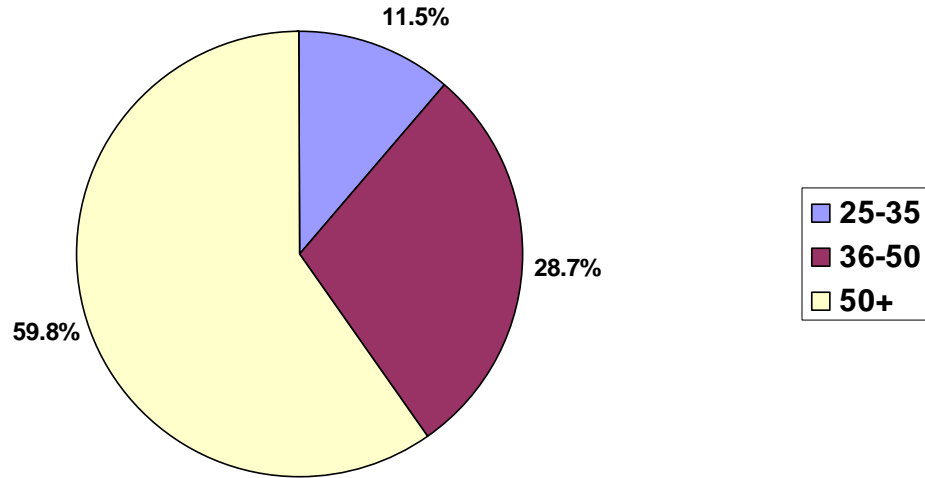
### Student Age



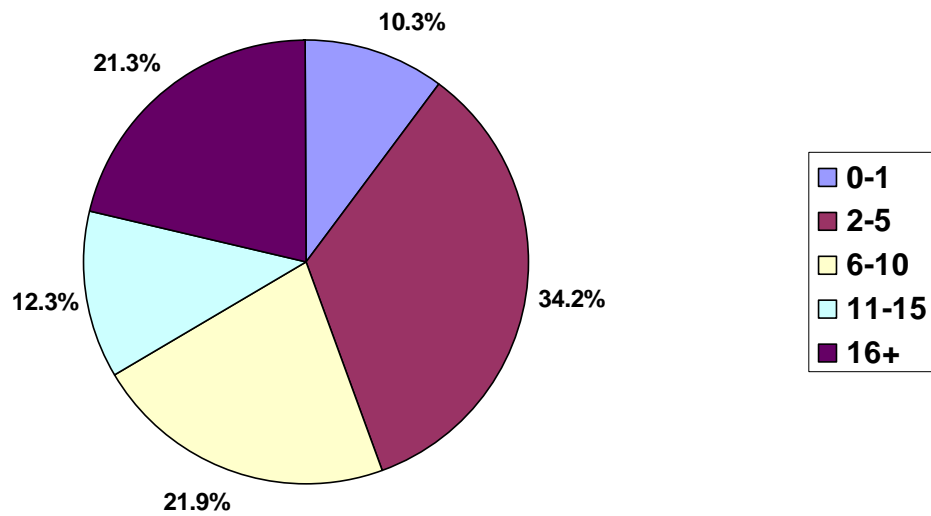
## Years Worked - Faculty



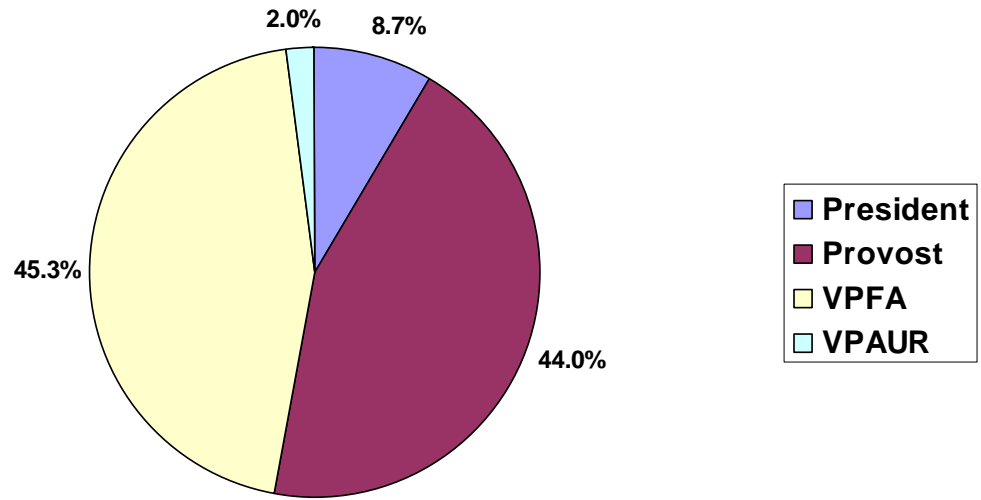
### Faculty Age



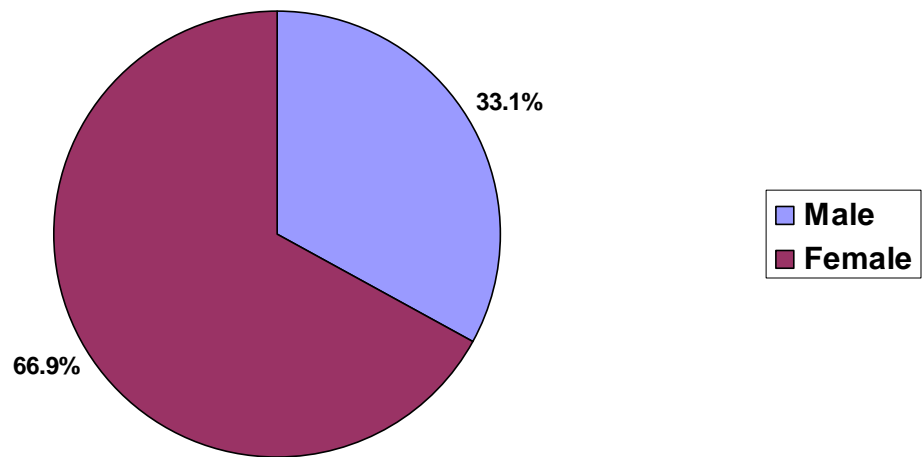
### Years Worked - Staff



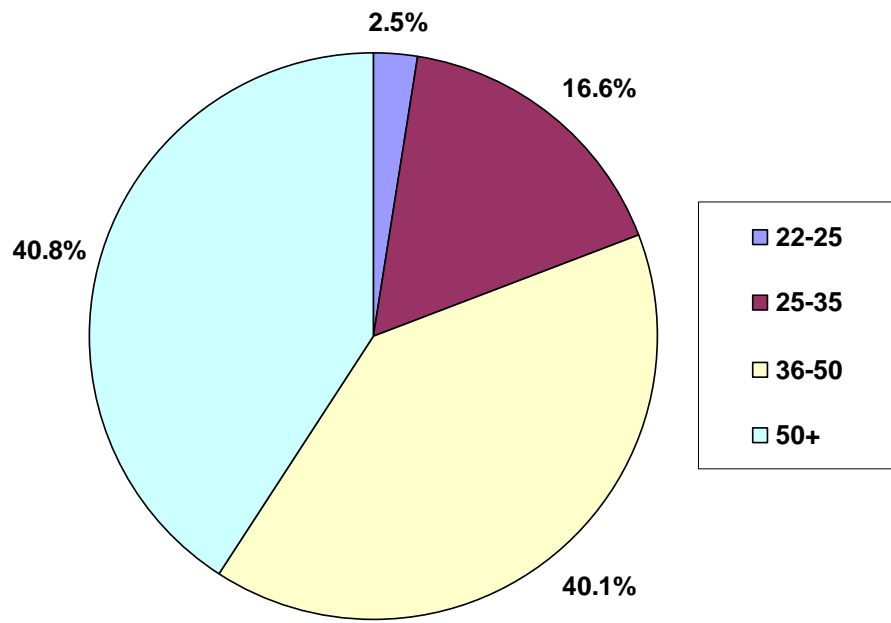
### Admin Office



### Staff Gender



# Staff Age



# Areas of Concern

Areas were deemed needing improvement if the *Failed to meet expectations* area had frequencies of higher than 5%. These areas are listed below.

## **Human Resources:**

- New Employee Orientation
- Answers to Questions Regarding Benefits
- Promptness of Service
- Availability of Service
- Knowledge of Staff
- Availability of Staff
- Clarity of Forms
- Ease of Filing Complaint (4.5% responded)
- Response to Complaint (5.2% responded)
- Resolution to Complaint (5% responded)

## **Facilities Management:**

- Facility Cleanliness
- Custodial Service
- Ease of Filing Complaint (8.5% responded)
- Response to Complaint (8.8% responded)
- Resolution to Complaint (8.7% responded)

## **Budget and Payroll:**

- Promptness of Service
- Knowledge of Staff
- Responsiveness to Payroll Problems
- Ease of Filing Complaint (5.6% responded)
- Response to Complaint (5.9% responded)
- Resolution to Complaint (5.8% responded)

## **Purchasing:**

- Purchase Order Processed in a Timely Manner
- Training or Procurement/CC Procedures
- Guidance on Expenditure Policies
- Response to Complaint (4.8% responded)
- Resolution to Complaint (4.7% responded)



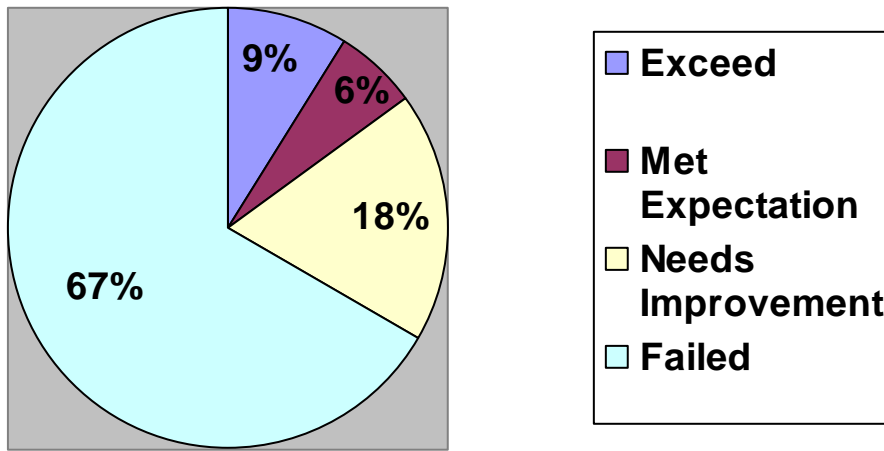
**Controllers:**

- Knowledge of Staff
- Professionalism of Staff
- Courtesy of Staff
- Availability of Staff
- Ease of Filing Complaint (5.6% responded)
- Response to Complaint (5.4% responded)

**Inventory:**

- Promptness of Service
- Availability of Service
- Knowledge of Staff

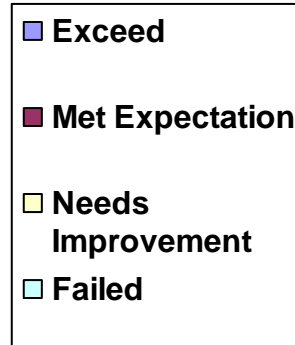
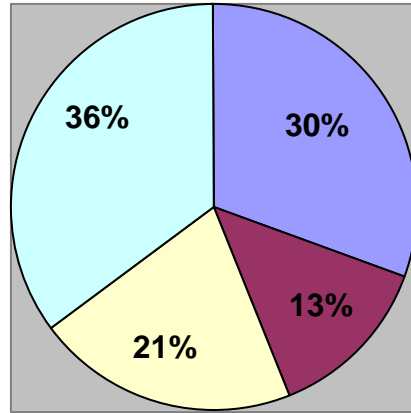
### Inventory Promptness of Service



**Print Shop:**

- Shop Location

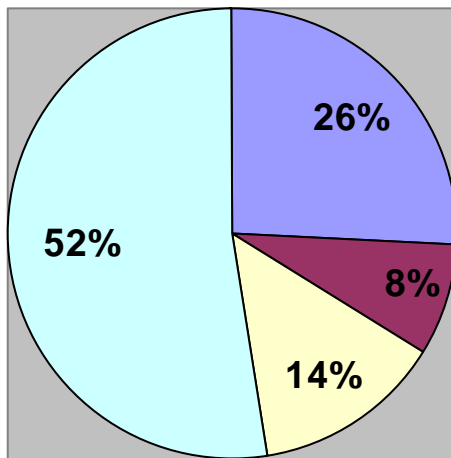
**Print Shop Location**



**Mail Services:**

- Office Hours

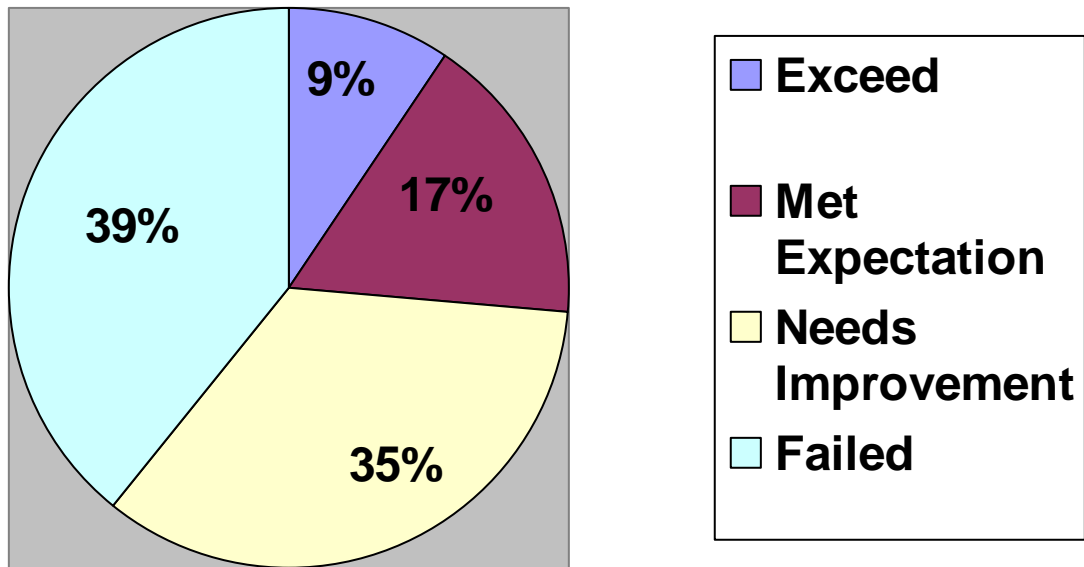
**Mail Service Office Hours**



**Student Accounts:**

- Office Location
- Fax Payment Service
- Payment Service
- Residual Refunds Service
- Available Payment Options
- Response to Complaint
- Resolution to Complaint

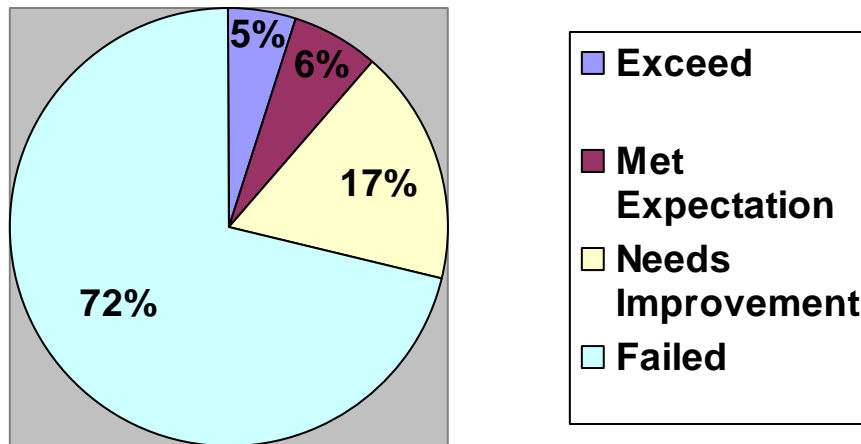
## Student Accounts Office Location



**Residence Life:**

- Office Location
- Availability of Service
- Knowledge of Staff
- Professionalism of Staff
- Courtesy of Staff
- Availability of Staff
- Room Assignment
- Roommate Assignment
- Access to Online Information
- Ease of Filing Complaint
- Response to Complaint
- Resolution to Complaint

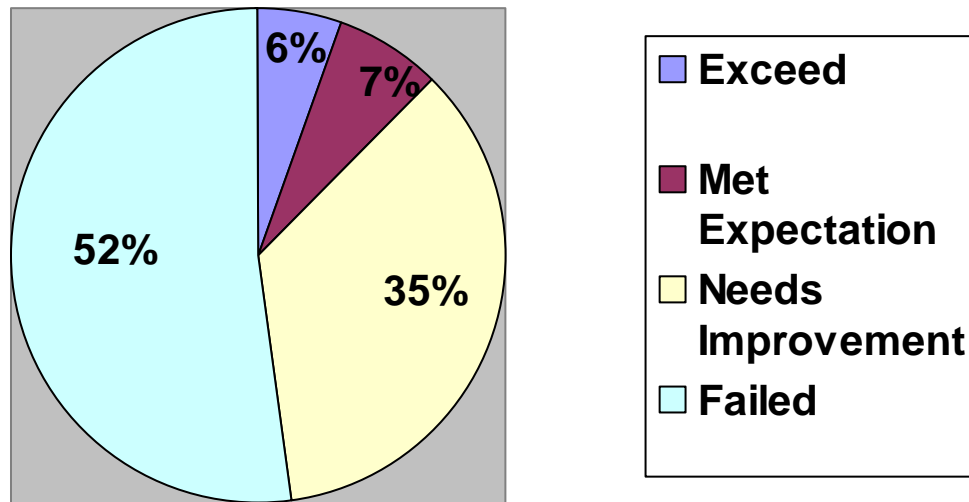
**Residence Life Office Location**



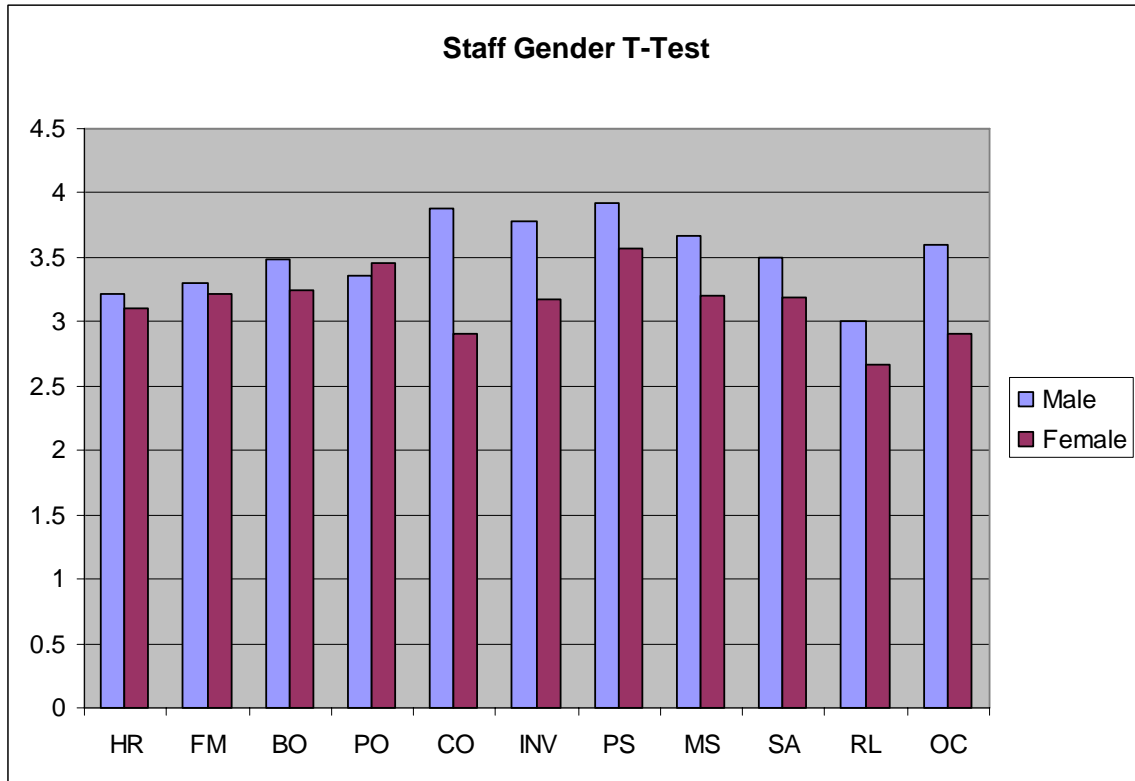
## OneCard

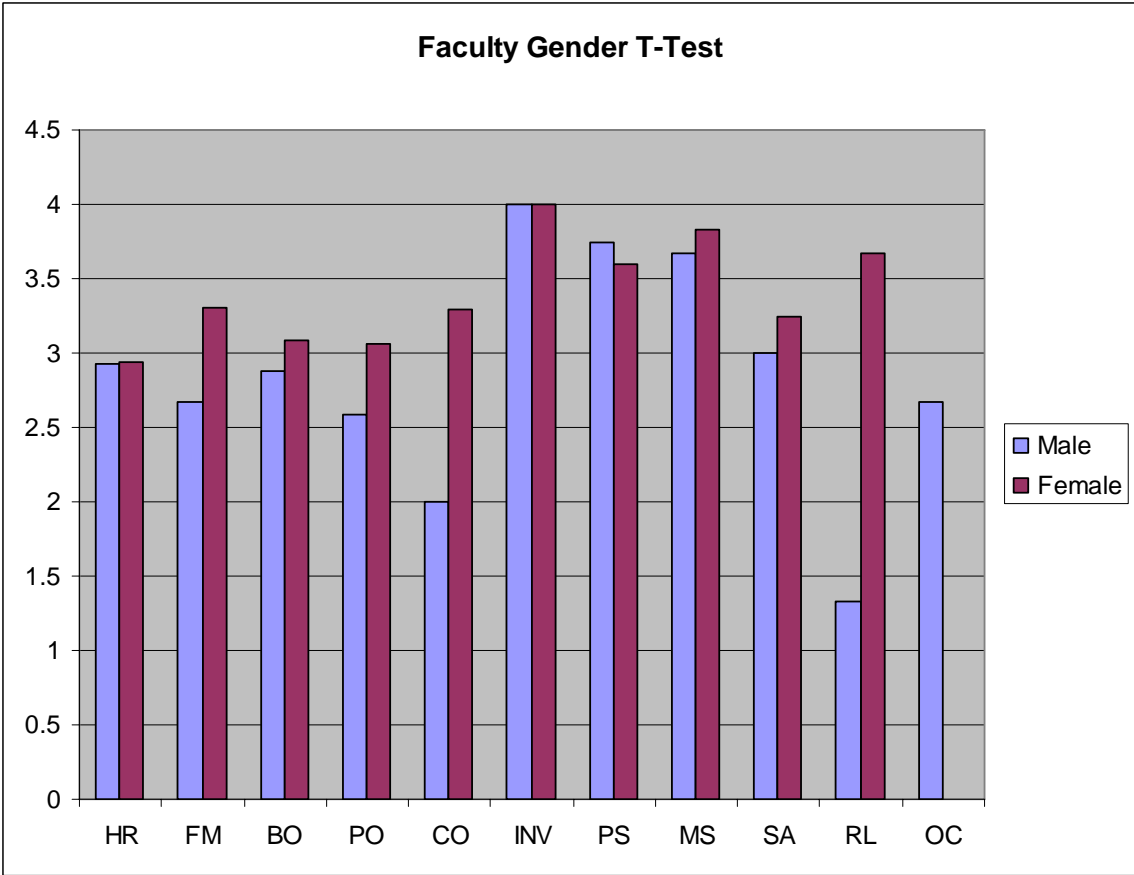
- Office Location
- Process of RamBucks Refunds
- Knowledge of Staff
- Response to Complaint
- Resolution to Complaint

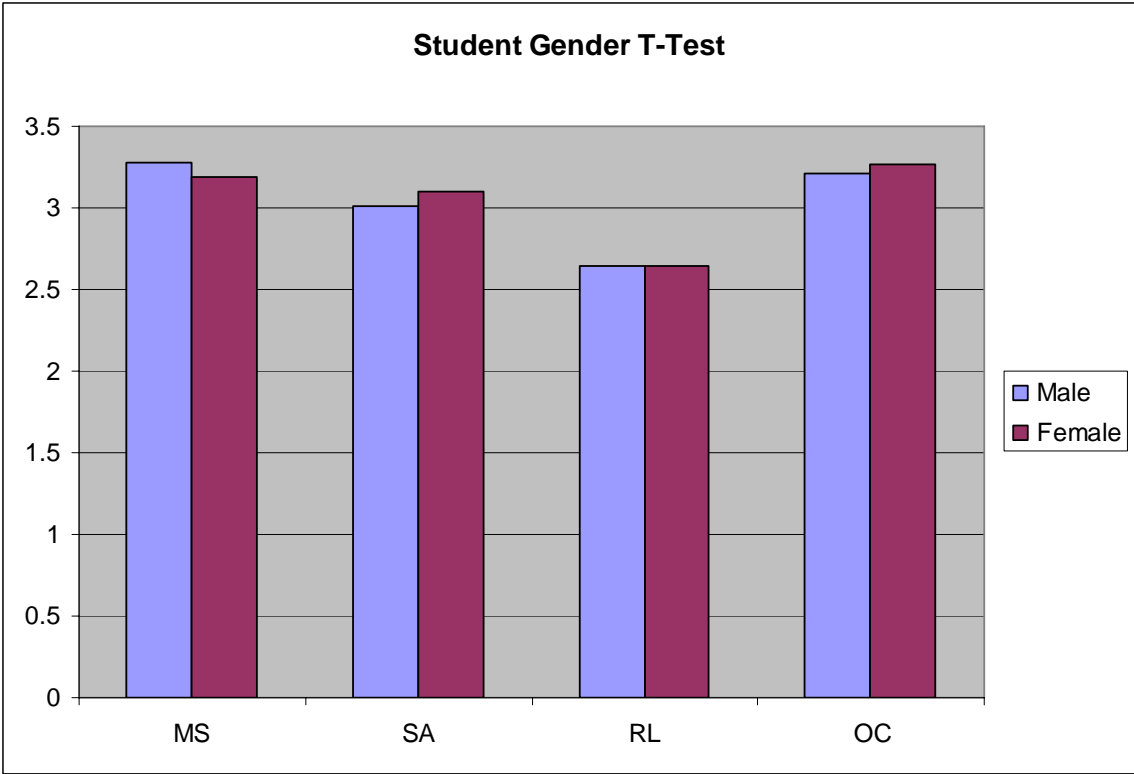
## OneCard Office Location



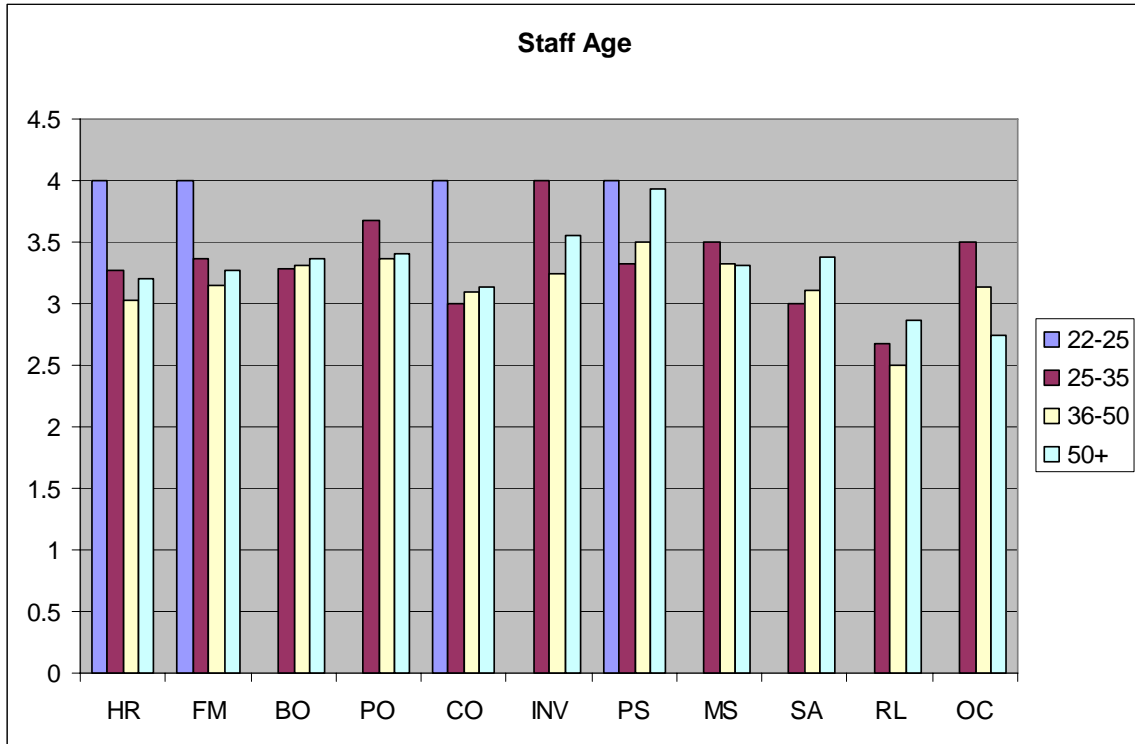
# T-Test Analysis



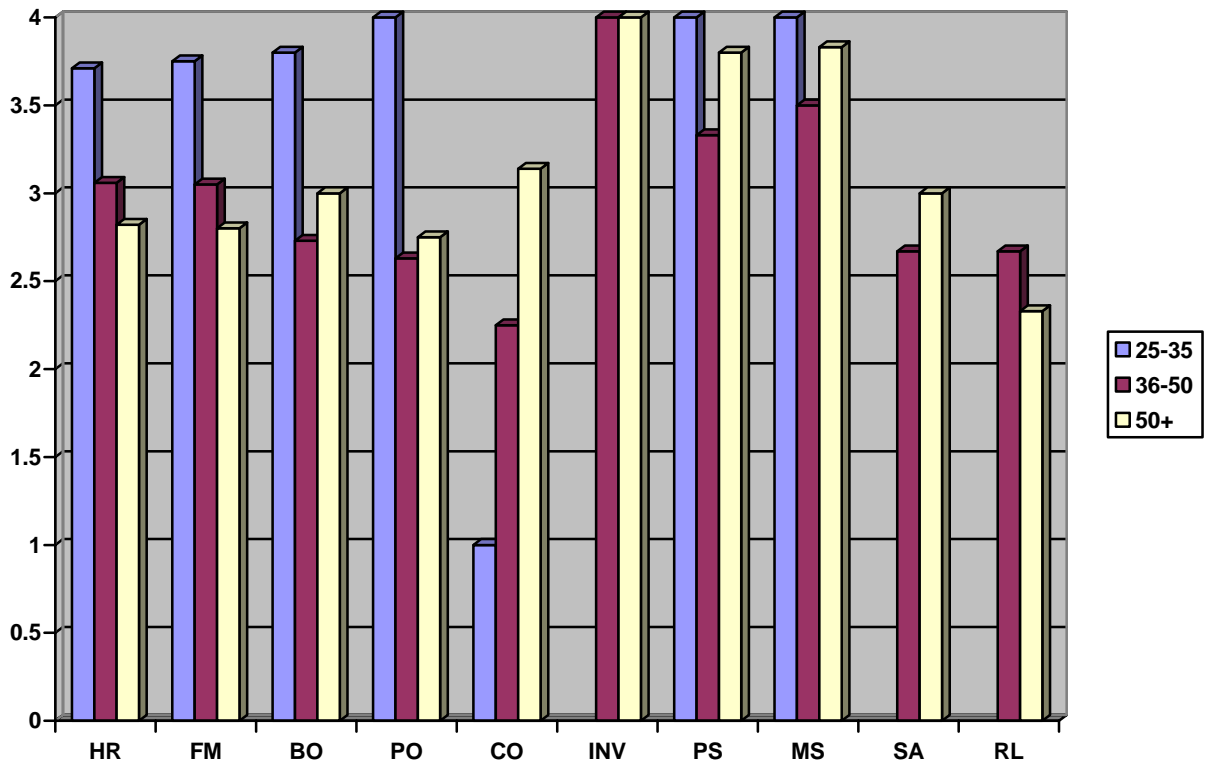


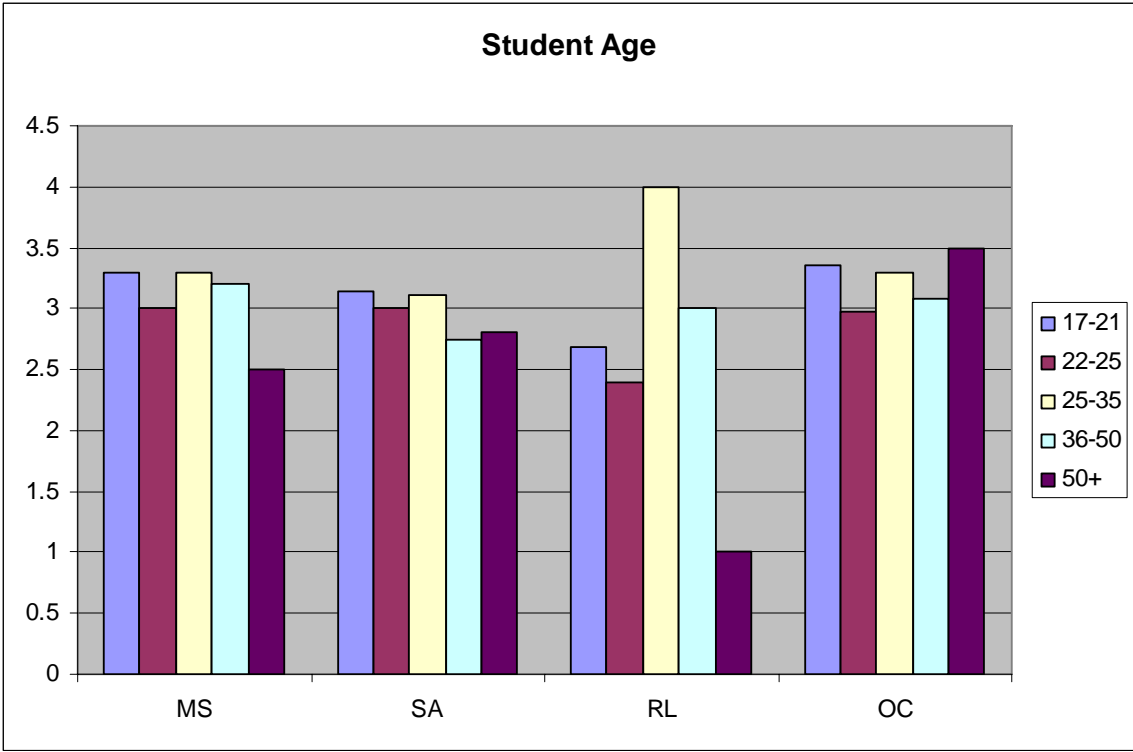


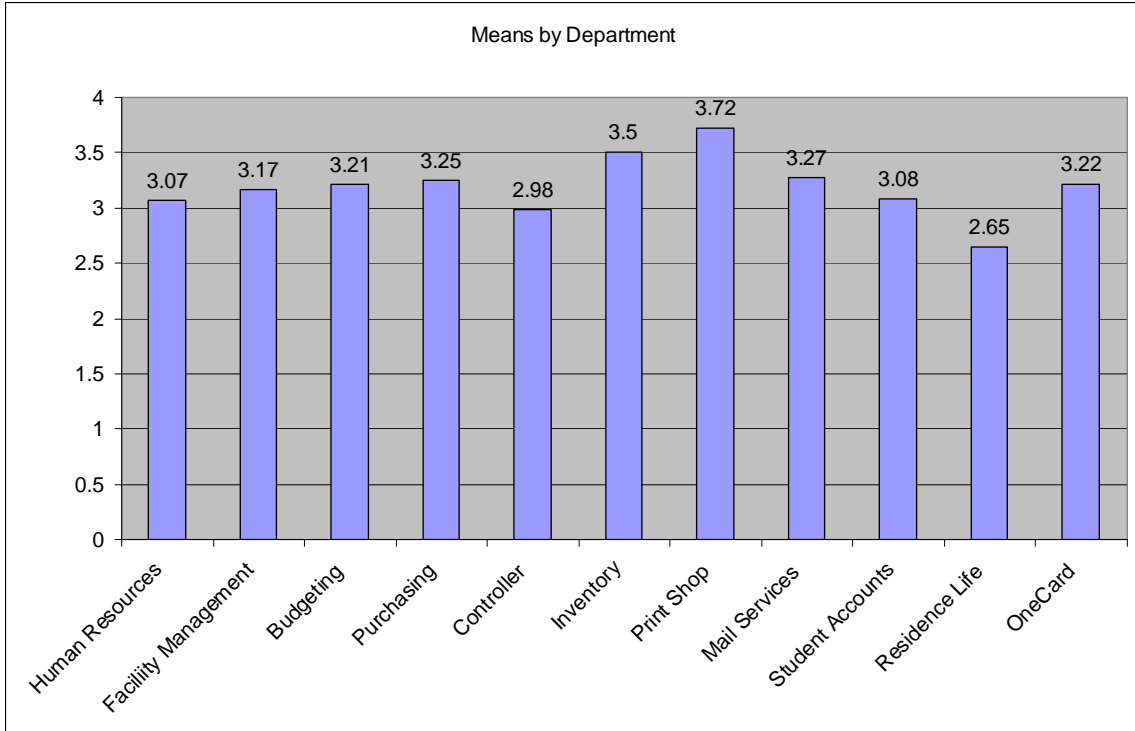




Faculty Age







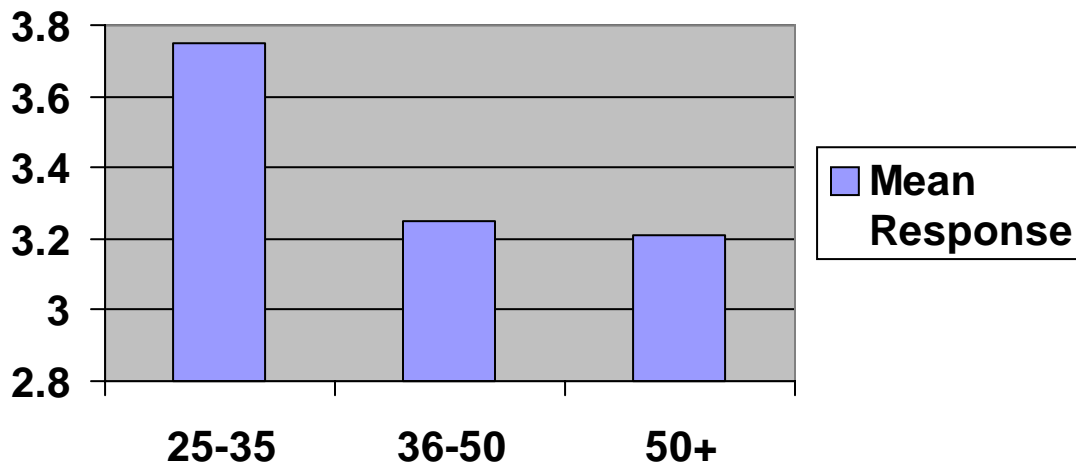
# One Way ANOVA

After performing a One Way ANOVA (Analysis of variance) on the responses to the Mail Service, Student Accounts, Residence Life, and OneCard questions, we can see that there are some significant variances between the responses that students, faculty, and staff members gave. In fact, almost every question resulted in a significant variance between responses for different roles. This shows us that the way a person views these offices varies with their classification (Student, Faculty, or Staff). Also, after performing a Post Hoc Test it seems that the means of responses for the previously mentioned offices also vary by role in a significant way.

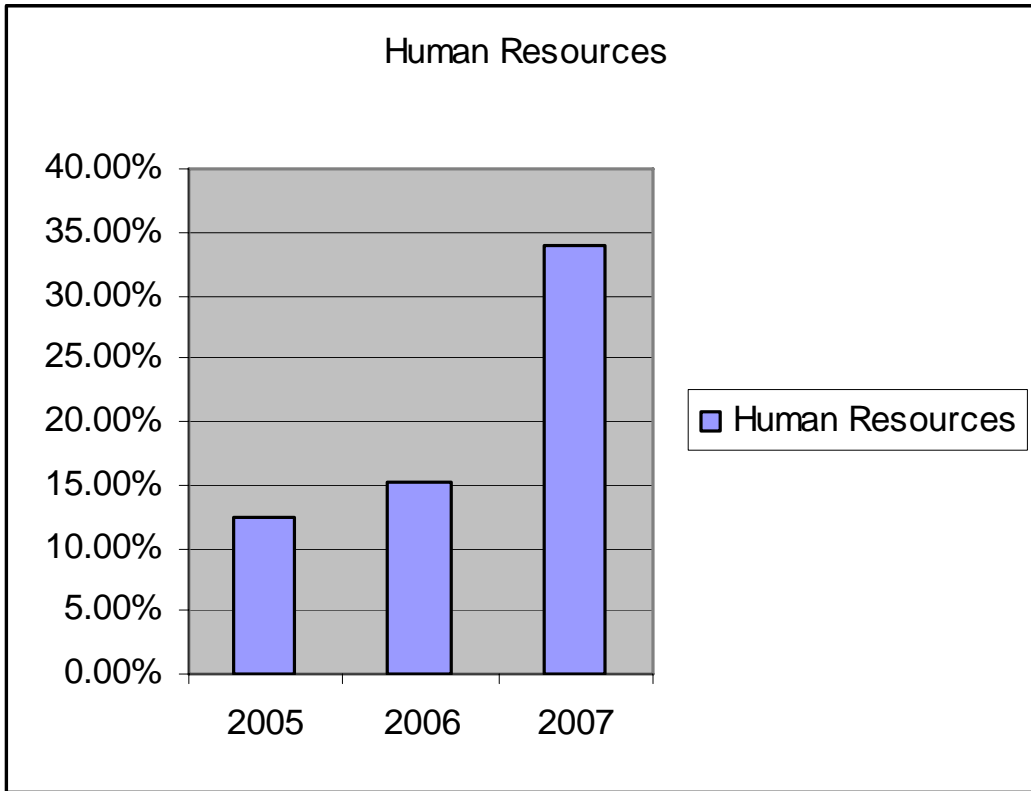
Also, responses to questions about all departments seem to vary significantly by years worked at ASU. However, they means didn't show an upward or downward trend correlating with years worked.

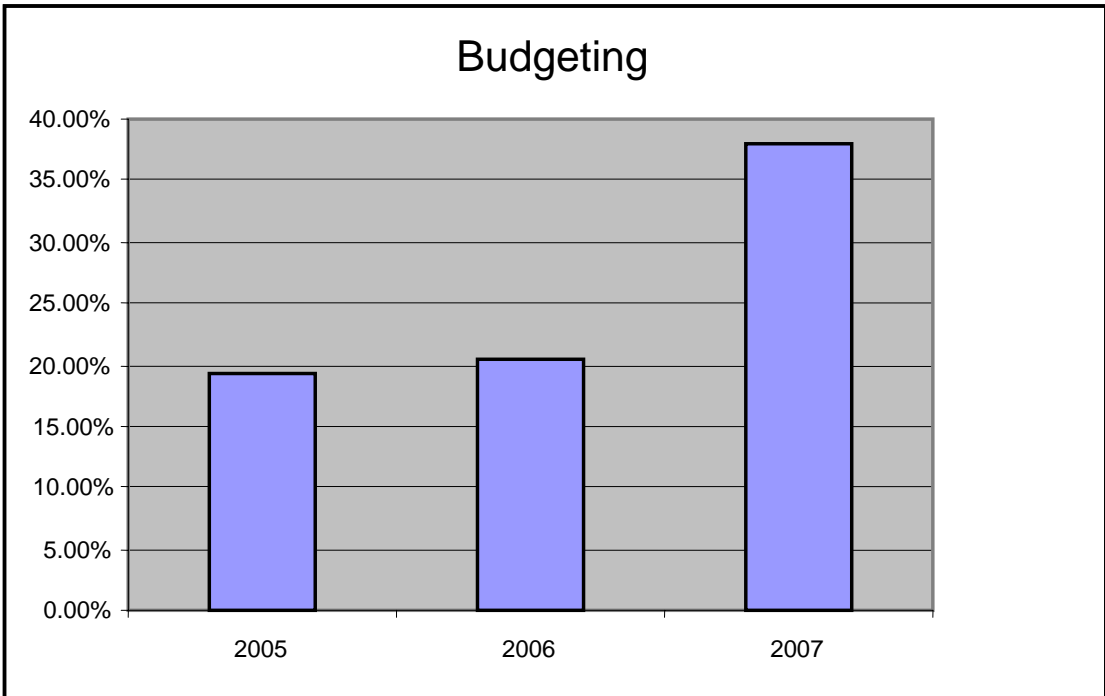
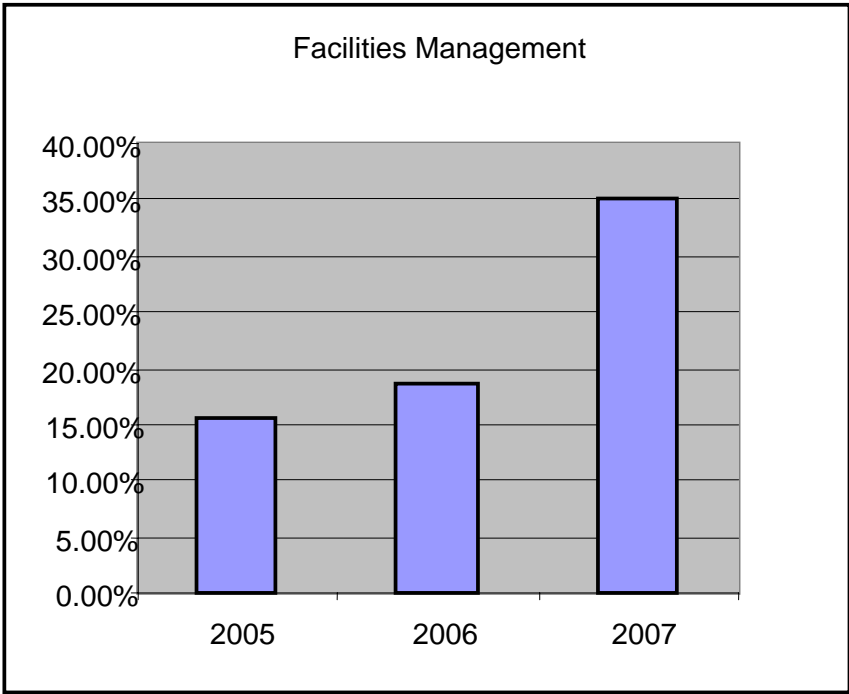
When we performed an ANOVA on the question results by age, we did see a downward trend for a few responses based on age. The following shows that the older a respondent was, the lower they rated the courtesy of the staff in the Facilities Management Office.

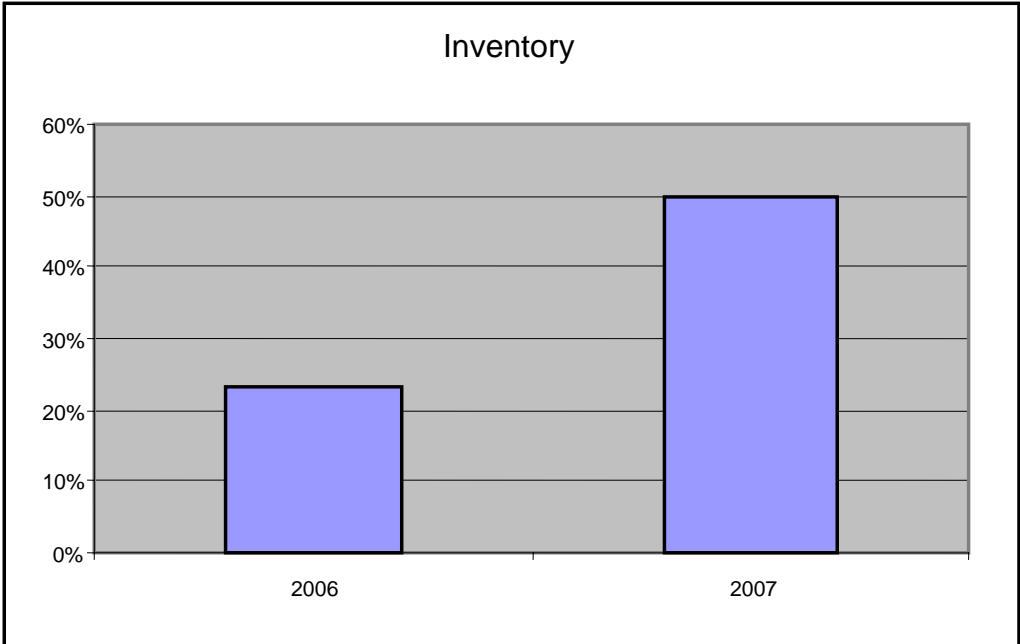
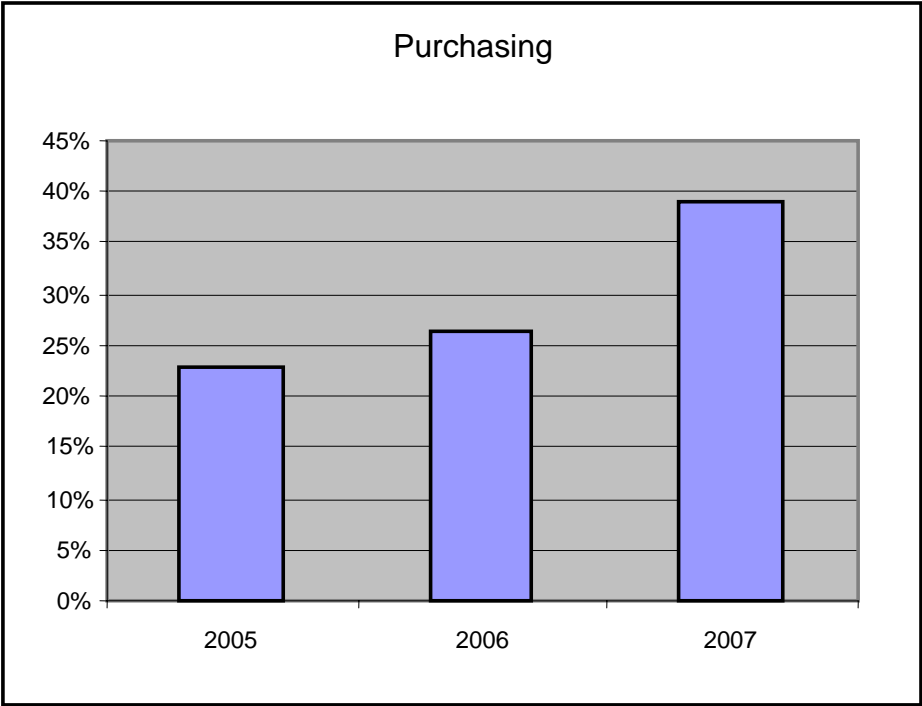
## Means by Age for Courtesy of Facilities Management Staff



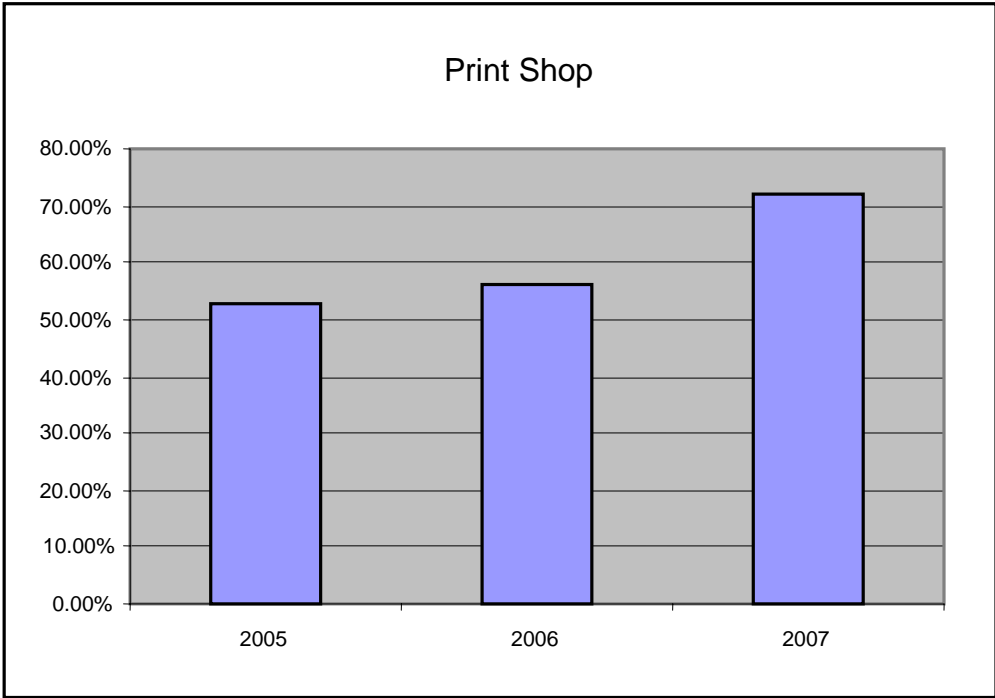
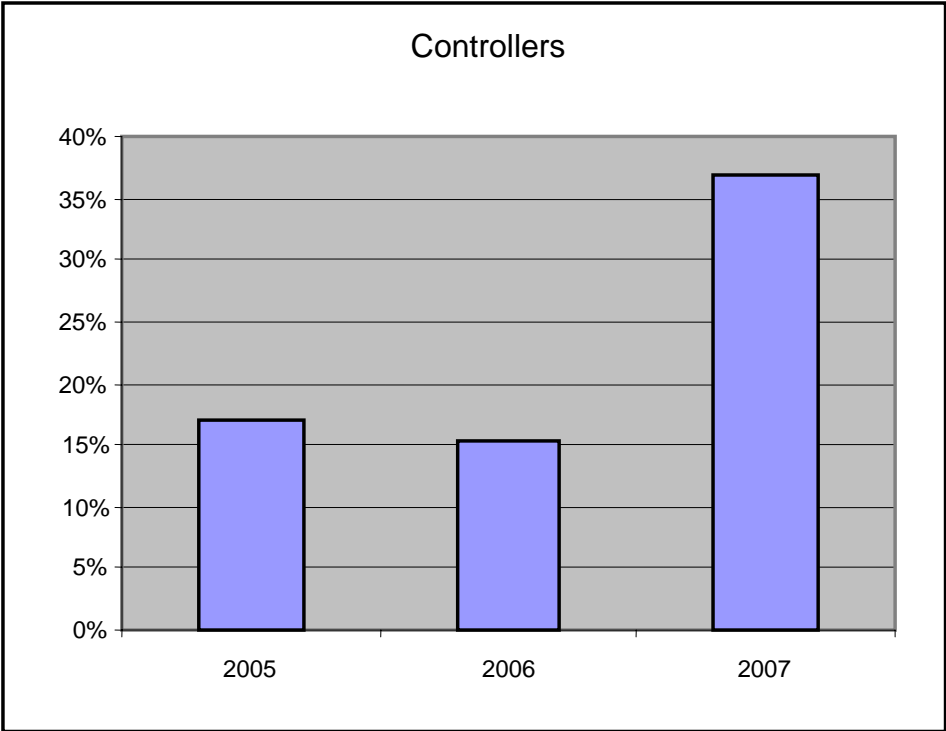
# Trend Analysis

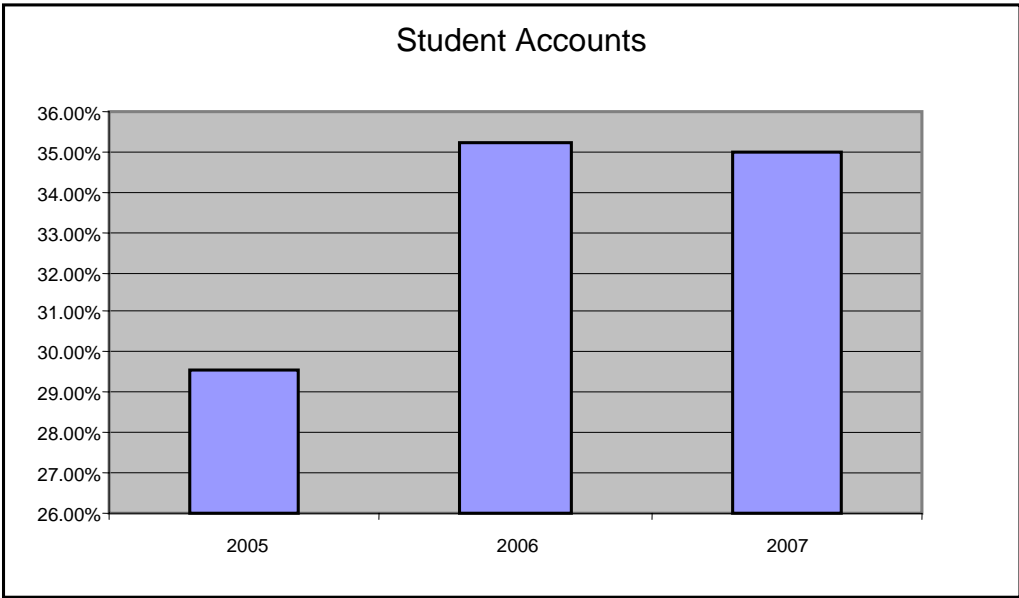
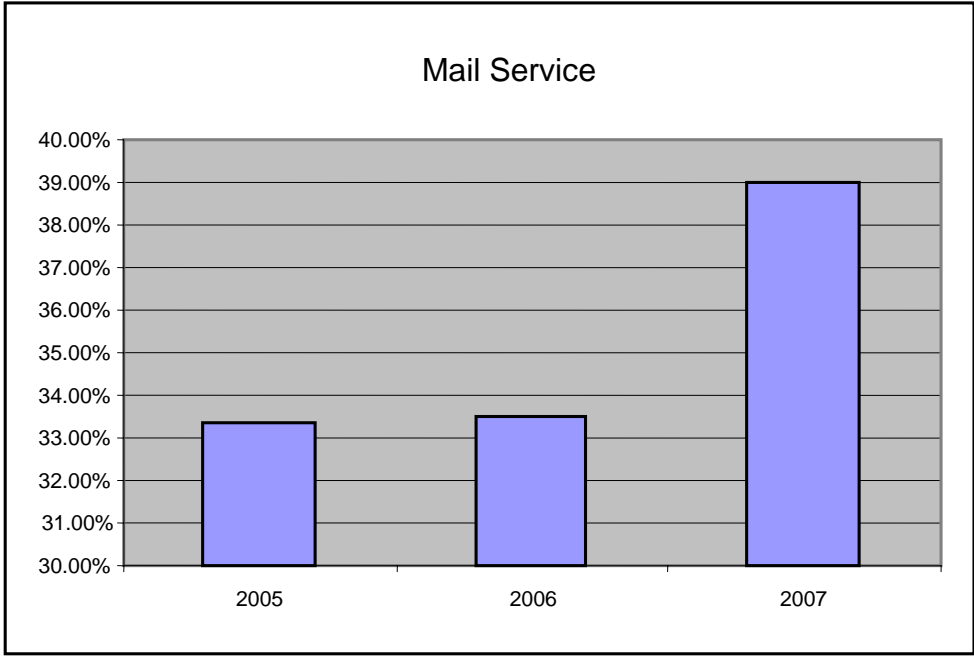


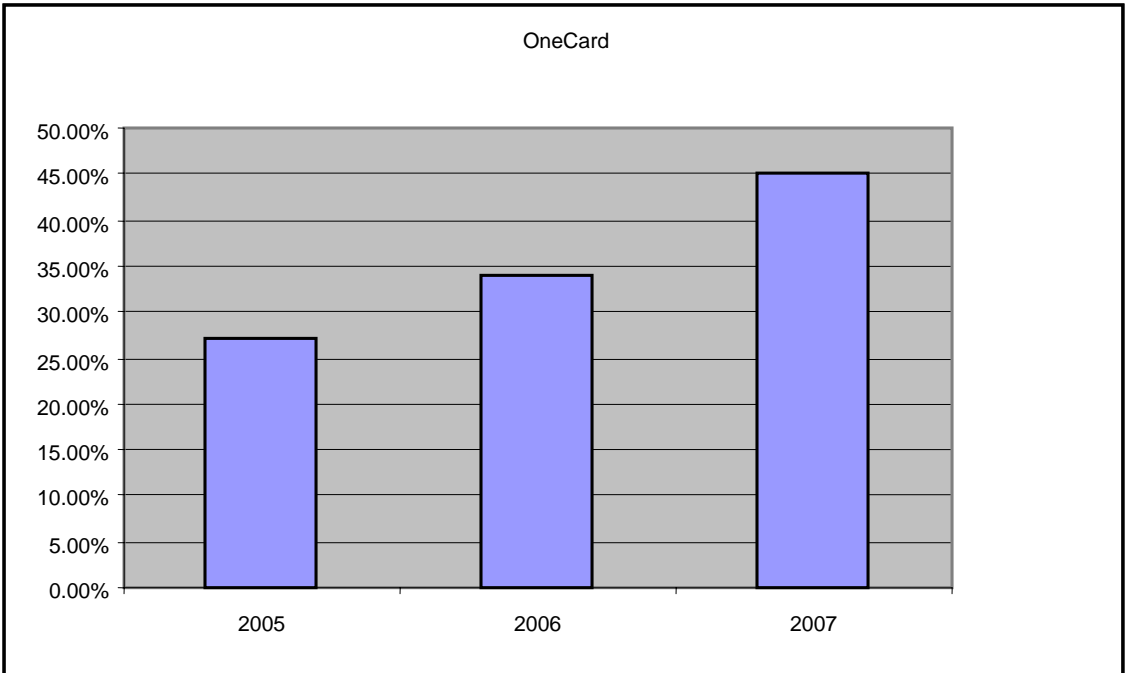
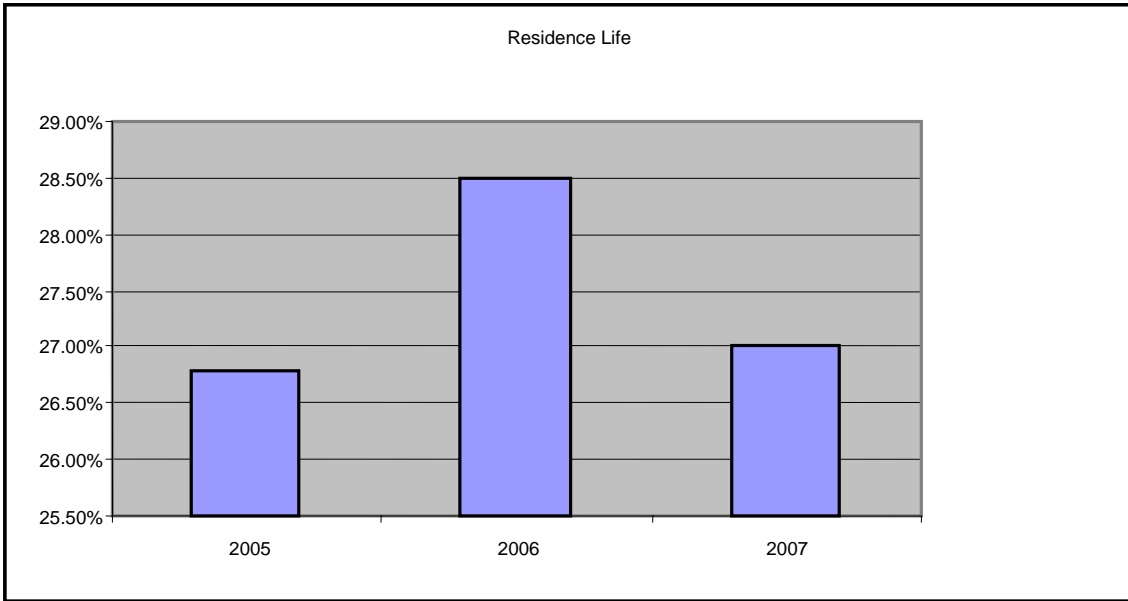




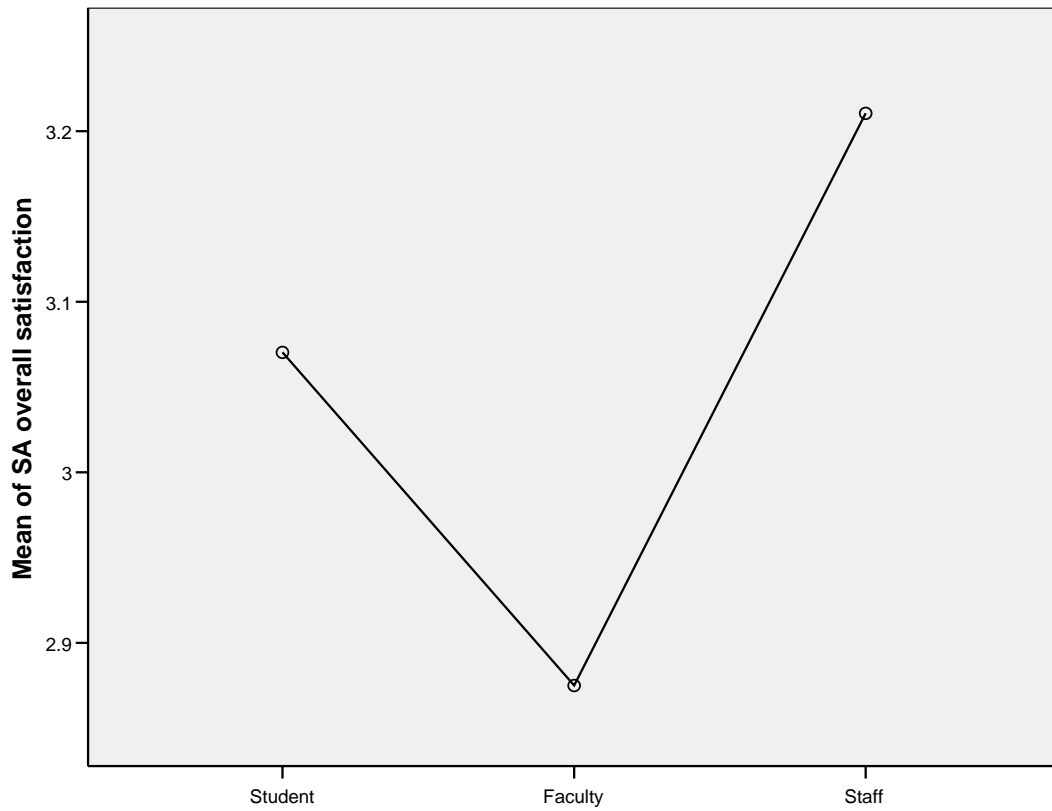


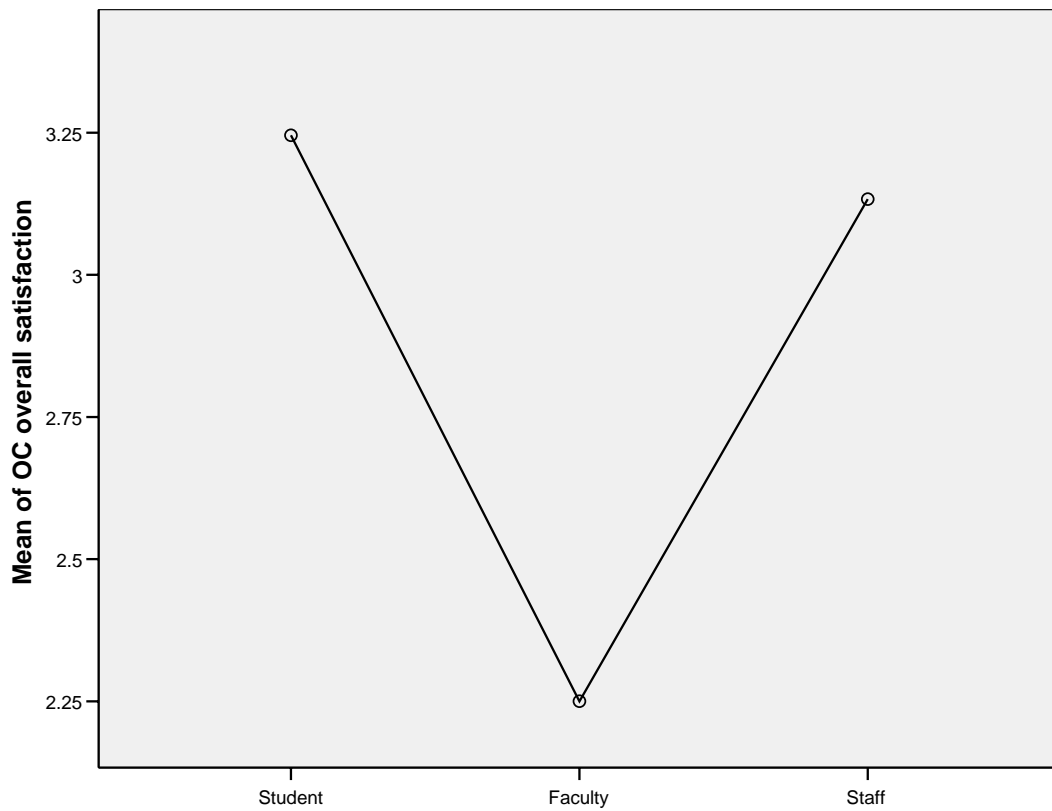
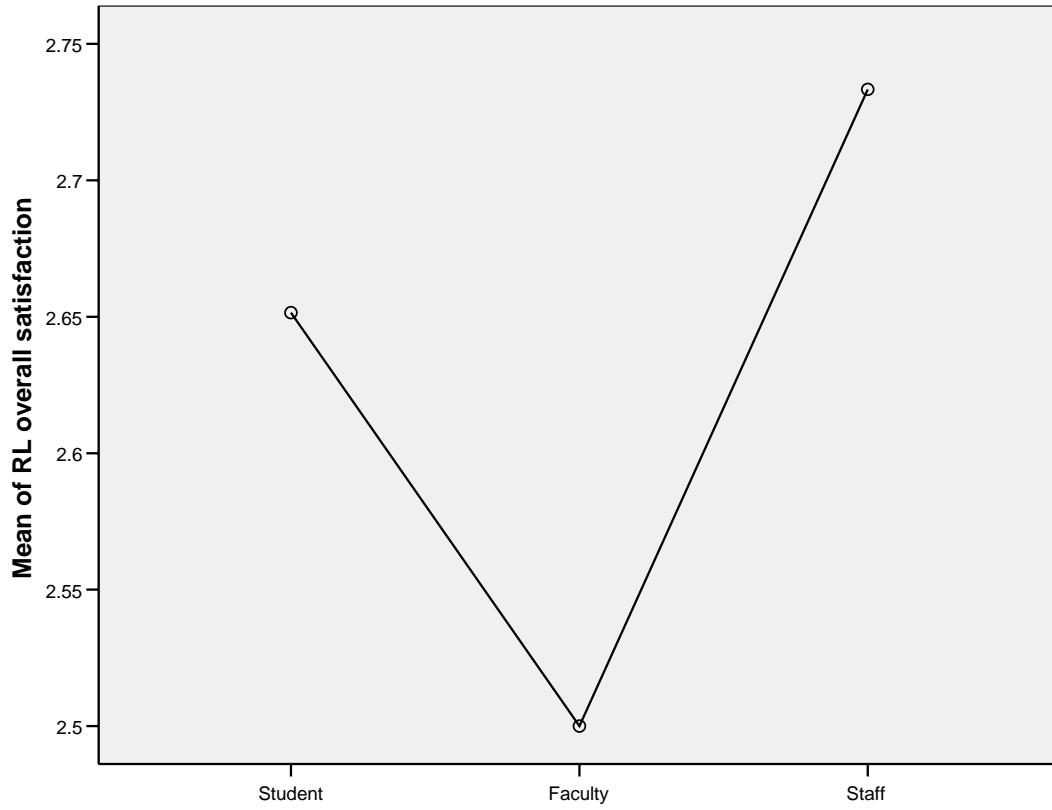






# Means Plots





# Appendix- Additional Comments

## Budget Comments

1. Overall the ladies that work in the office are 1st Class and it is a pleasure to work with them. I have never had a reason to expect anything but the best from this office staff.
2. Don't deal with Budget and Payroll much.
3. This office has worked with Tammy Barnes on resolving and organizing some difficult fiscal issues. She was patient and understanding and helped make a bewildering situation understandable to those of us who do not have to deal with some of these issues.
4. These two offices need storage space.
5. Thanks for putting the earnings statements on-line. I know that you will have some complaints but I for one am glad you have done this.
6. Only one or twice have I had to call, Lisa Sheppard has always been helpful in getting me an answer to a particular question.
7. Angie Wright and staff are always nice to deal with.
8. I appreciate our paystubs being on Ramport. Would it be possible to move the paystub part of work life to another tab that requires an additional log on, just in case someone forgets to log out and leaves Ramport running?
9. They are always very nice and helpful
10. The Budget and Payroll Services office has been great to work with!! budget adjustments are very slow.
11. It is always difficult to find out accurate information concerning grant monies. I usually call Janet Coleman and she can find answers...but I don't know if that is really her job.
12. Like HR, this area seems to change a lot. When I needed them, I didn't know where to find them. Not sure which all areas they cover, either.
13. There is no excuse for failing to have a pay check (auto deposit) ready for deposit, for a student worker, in a timely manner when all necessary paperwork has been completed and filed. There is definately no excuse for allowing this failure to occur multiple times.
14. The staff is very courteous and professional - but at times seem to be a little lost in some payroll matters and not always able to answer questions presented to them.

15. The Budget and Payroll office has always provided me with first rate service. I appreciate their efforts.

### **Controller Comments**

1. My main contact is with the travel department. Connie Brown has always been very helpful in that she answers my questions, reviews my paperwork for mistakes, finds places where I may receive more reimbursement, etc.

2. Travel survey.

3. Overall this office has very little contact with our office so it's hard to judge. When we have need help it has always come from Denise who has always been very helpful. Travel rules seem to change each year. A more lenient policy toward on-line purchases would be greatly appreciated.

4. Another orientation or training should be included when coming in as a secretary for a better understanding of travel resources and explanations of regulations, etc. Mine was trial and error and training of myself. This takes a lot of labor time. Connie Brown has helped so much with travel. She is to be commended.

5. This area seems to have difficulty working outside of the box. It appears that when a new program is suggested, all you hear is how/why it CAN'T be done instead of the willingness to look for how/why it CAN be done.

6. I appreciate the friendliness of Connie Brown when I have travel questions.

7. Very helpful

8. Travel Office is a problem.

9. Travel is exceptional and accounts payable has been steadily improving service.

10. Some accounts payable problems and the travel area continues to be a problem with no changes since last year when the same observations were made. There is no consistency - 2 forms exactly alike - same traveler, same destination, same account, same amount

11. The rules and their interpretation continue to change without notification. Problems with requests that could easily be fixed by this office (VP signatures, etc) are sent back to departments, just to get sent through the pipeline again. The issues we ha

12. Although this area has made progress, it is evident that some of its staff and managers still need improvement in "customer service" to ASU staff and faculty not just students."

13. If you are not going to do something about the travel office then stop asking for our opinions. Fix the problems or stop pretending that you even hear what we have been saying for years, let alone care about it.

14. #9 pertains to travel

15. While the accounts payable staff are very courteous and professional the travel staff are not. They seem to want to make everything as difficult as possible and when pressed have admitted that these are not state guidelines, but are local decisions. our

16. They are quick to answer my questions in a friendly manner.

### **Facilities Comments**

1. Overall the electrical and carpenter shop is exceptional and very efficient. The plumbing supervisor is rude and we would be better off to contract this service off campus rather than put up with poor customer service.

2. Facilities Management is great and very responsive. Any grades 1 and 2 items are strictly CUSTODIAL.

3. I believe the custodial service needs to be re-evaluated. They never clean our floors and even sometimes the trash isn't taken out on a daily basis. Complaints are rarely taken care of. We need a cleaner work place throughout the campus and somethin

4. they handle questions etc. very promptly. If they don't know the answer they get it for you quickly.

5. Buildings are not being kept as clean as they should. Floors look as if they are never swept and certainly not mopped. Desks for students are not ever wiped down. It is a shame to have such nice facilities and not clean them properly. It seems like all

6. Custodial service in the Carr EFA building amounts to emptying the trash and cleaning restrooms. That's about it.

7. The guys are great and always helpful - but the sewage smell in the MCS women\\\'s restrooms will permeate the whole building on occasion.

8. I just picked up a key in the key shop.

9. Don Scott has done wonderful jobs for us. He is always friendly and courteous and does an excellent job.

10. Shortage of manpower. Need more motivational tools for Facilities staff to boost moral.



11. I have had experiences where some of the grounds crew destroy things when mowing. Although Hal does a great job of helping me out his instructions seem to fall on "deaf" ears. I do not understand why they seem to act as if they are exempt from being careful around permanent equipment while mowing. And also after repeated incidents why they can not be reassigned? Otherwise I am going to start charging maintenance for the repairs I have to make to my facility.

12. I work in the MCS building. The smell in the first floor restrooms is overwhelming. Sometimes the entire first floor smells like a sewer. This issue remains.

13. I really do not lump custodial service with facilities management in my opinion of service. The custodial services for the academic bldg. has been a issue this year.

14. Custodial area is a HUGE problem and the availability of someone to take care of concerns is slow in responding and usually doesnt help clear up problem.

15. We have trouble when our trash isnt dumped in the evenings, I am not sure the office have ever been swept, so I doubt they are ever mopped. Roderick with SS takes care of our problems when we call them in, but should we even have to call about routine cu

16. The guys have no clue as to how their job affects how other staff do their jobs. They could care less.

17. Custodial service needs to improve drastically or be replaced altogether.

18. It would be helpful to be informed of the status of work requests. If repairs were not satisfactory it is hard to tell, at times, if the work was attempted. A notice saying work is complete or delayed would be most helpful and appreciated.

19. Our offices are rarely vacuumed, never dusted, and waste baskets are not emptied every day. Restrooms are not cleaned well.

20. The ASU folks do a GREAT job. The custodial contractor continues to be a problem-poor cleaning, trash not emptied, evening crews doing no noticeable cleaning at all.

21. Locksmith and electrical personnel have exceeded my expectations. Custodial service in my building has been hit and miss at times. Classrooms often much too cold and it's hard to know how/where to complain.

22. The custodial personnel in CHP Building are courteous, professional and do a good job of cleaning the facility.

23. While facilities staff seem very courteous for the most part and knowledgeable. There seems to be a pervasive sense of - if it needs to be done in the afternoon or near 5, it won't get done as we're not supposed to be put in overtime - even if its u

24. My areas are quite dirty and I have not been able to get them cleaned to my satisfaction. Service has declined in the past few months.

### **Inventory Comments**

1. Is it possible to integrate inventory with Banner? Given the technology that exists, we should be able to view and update inventory on line.
2. Please evaluate the staffing in this area. As you walk into this area you notice very quickly that you don't have enough work for the five people who occupy the two office area. Area seems very inefficient with so much idle time.
3. Usually only deal with the Inventory Office once a year for the physical inventory and received very little communication with them for instruction, etc.
4. Hopefully, our inventory changes have been updated for our next inventory sheets.

### **Mail Comments**

1. The ladies in the Post Office need to dress more professionally, Levi jeans and t-shirts are unacceptable for the University. They are often very slow to move to the counter.
2. The first weekend of school they should be open to disperse keys to student. T
3. It would be nice if the San Angelo Post Office could deliver mail to campus earlier than noon. This would allow us to correspond with departments and students in a more timely manner.
4. The mail office has very good help and very nice and respectful people available when needed!
5. No problems with the Mail Services other than, getting items not ours in our mailbox, but it's an easy fix.
6. They are very friendly. I have come to enjoy seeing Nan Mathews, and Alana Lawson (student worker) they are two of the nicest people I have ever met.
7. Mail delivery is not the fault of the ASU post office staff, it is continually delivered late from the San Angelo post office, which makes the posting of mail late at the ASU station.
8. Not sure what this is. Sorry.

9. If post office, staff/facilities meet or exceed expectations but I am not sure that is the mail service that is being evaluated.
10. It smells really bad in there when you first walk in.
11. I didn't think I would use my post box often, but it has provided me with letters from the school and flyers that I may not have received other wise, so I am glad that I signed up for one.
12. We are so Lucky to have a little Post Office right on Campus!
13. When purchasing put more than one dept on a purchase order, it causes some confusion with the delivery when items are on the list and not received.
14. Great people!!!!
15. Mail should be delivered on Saturdays, as some mailings contain extremely time-sensitive material.
16. I was not here last year.
17. Love our mail service department...they're always friendly and willing to help. !!
18. This is the Post Office? There is one lady in there who is really nice! The other staff I have not talked with, but I really enjoy my trips to the Post Office
19. The service was great. The location is at the far end of the campus which puts some inconvenience if most of your classes are on the far east side of Johnson Street.
20. Nan in the sweetest woman and is always friendly
21. I pretty much LOVE the mail people.
22. I wish they offered more services of a normal post office.
23. I've never used 11, 12, or 13.
24. I don't know what it is but every time I go into the UC Mail Room it smells like it's full of old gym shorts or body oder. It does not smell good in there and I don't know what the source of the smell is.
25. I just wish that you could mail things off on Saturdays too.
26. Great job on mail service. : )
27. The mail office service has been great.

28. I have ordered packages and it takes a long time to actually get them in through the school mail

29. Staff was very hateful and touchy when I had a issue with mail. They let an issue slip for 6 weeks and then chewed me out for it. Unprofessional in the highest.

30. everything was OK

### **One Card Comments**

1. the doors don't always work at carr hall with regards to the card reader and doors

2. Audrey is a nice lady but these services are very expensive for a school our size. The technology upgrade are much too expensive to consider.

3. I had a charge on my card and they refused to help me out because I could not get a document notarized.

4. My first payment check accidentally got put into my OneCard, because I didn't know I had to get my paper work in on time and I had go way to get all that money out I ended up wasting some of the money so I could close the account I never wanted open.

5. Simply, I Highly dislike the OneCard - not the staff. I do not trust the Mastercard/Debit card part, being out of State etc. Also for me personaly, I had a scholarship refund sent to the card for ease of getting the money(ie card=days

6. Thanks for all your help!

7. Speak with University Police about not manually locking the door to the 3rd floor to the library.

8. Didn't know how to fix card trouble as entrance key.

9. I do not like getting emails saying my statement is ready when I do not use the OneCard for purchases (I use it only as an ID).

10. I have had my card for 3 years now, and the magnetic strip is wearing off, the security(3 digit) code on the back is completely gone.

11. I hate that I will have to pay an additional \$20 for a new one. After 2 years, you should be able to get another for fr

12. They are so nice!

13. Need a way to put RamBucks on our accounts using the internet. Need a way to see how and where my RamBucks are spent without having to go to the OneCard Office.
14. Was not aware we had a One Card Office?
15. I like that you only have to carry around one card and you can do just about anything on campus with it. its a great idea.
16. was not here last year
17. The most irritating of all ASU services. The one card takes your money and then doesn't want to release it. Always confusing with Ram bucks and debit/credit card. Had to pay my tuition twice on my own credit card because One card did not work even w
18. Stop moving the office.
19. the only problem that i have with the OneCard site is that they write to the customer and leave negative e-mails. I must tell you first that someone else has given them my asu e-mail and they are the ones who are overdrawn on their account but i am the on
20. Hate the whole concept
21. Ram Bucks are a little confusing, even on-line. When I put money on my Ram Bucks on-line, it did not tell if the money had been moved until I looked at my account. It needs a screen to confirm that you wanted this much moved and it has been moved. Than
22. Issuance of card was alittle difficult. Did not have corrent phone number and thus delayed.
23. very friendly staff, knowledgeable of any problems/programs concerning onecard. leave onecard office with issue resolved/reassured will be resolved in timely manner for freshmen have directions on how to withdraw money from the ASU one card step by step
24. Audrey and her staff does a great job.
25. As a long distance student it is frustrating that I am double charged to gain access to my funds;there are no One Card services outside of the ASU area. To gain access and withdraw funds it is @\$5.00 which is a high fee percentage.
26. I had some questions regarding money and they were the ones that answered my questions on time and correctly!
27. Ram Bucks is very confusing to me, I guess I don't understand them.
28. good

## **Overall Comments**

1. It seems that on our campus, many of the administrative offices exist for their own purposes. As I understand/understood it, these offices are generally there to assist those members of the campus community in need of their services. In short, should the campus community work for the administrative offices or should those offices work for the campus community? I won't be surprised with either answer.

2. There is a need to hire some competent, courteous personnel. Especially in purchasing, travel department and HR.

3. In my 18 years of service, I have been treated with respect and in turn have felt at ease with the many people in the aforementioned departments.

4. Keep up the great work!

5. I wish we had humans answering the phone, wish we had a knowledgeable benefits (all benefits) person who would notify us of important events ahead of time, and send reminders. Wish we had a cleaning service who didn't sneer at cleaning. Wish we had HEAVY cleaning (vacuuming, etc) when we are NOT at our desks. Vacuuming during work hours in our small office is distracting, upsetting, causes allergy problems, and is shattering to the nervous system. Wish cleaning staff would pay attention and treat building as if it is their own, not just a place to empty trash cans

6. Though I haven't used the facilities personally, its nice to know that they are there available for when we do need them.

7. THANK YOU!!!!!!

8. There needs to be more interaction between the offices. I think one department might have issues with another, but the two heads never get together to discuss it.

9. this survey is not applicable to a distance learning student

10. We're all good!!

11. I would like to suggest that Payroll and Vacation/Sick leave requests move to an online system whereby an employee receives their pay stub in an online document form, such as PDF, and vacation and sick leave are submitted online for approval. Less paper, easier access, etc.

12. We need to get rid of the phone trees; need to look for ways to help customers instead of doing things the way we have always done them; should not put the onus of finding a new process on the customer-we should actively look for solutions-especially since situations differ for people. The division has made some improvements but there is a long

way to go. We need a way to make deposits to our rambucks accounts via the web. we need a way to check our meal plan balances on the internet.

13. I think that both current and past employees at the Facilities Management have not been treated with the level of professional matter that everyone deserves. I hope that someone will come around and speaks to each current employee private, so that they do not feel intimidated.

14. Way to go

15. Thank you for the opportunity to participate in the survey.

16. The largest single problem that I see with all of the areas surveyed is integration and simplification. A strong effort needs to me made as nrelates to putting services on line via Banner and using live prople to resolve problems. Most of us spe

17. I would like to say GREAT JOB PRESIDENT RALLO!!!! I love the positive changes you are doing to the University. I would like for Johnson St be close. It is dangerous at night when cars don't stop an run all red lights. I would also like to see a cro

18. Overall the technology upgrades in everyone of these departments has been great now we need to invest in the customer service skill which I think will make a bigger difference in retention efforts. I believe VP Sharon Meyer has provided excellent leadersh

19. I feel the university should go with another bank for the students instead of higher one. They rip off the students!

20. none

21. this college so far has met all of my expectations. This was the only college i visited, simply because of the fact that when i did visit here it had everything that i needed. I think being apart of the Texas Tech program will only make it better and easi

22. With the ASU one card I feel I was robbed, due to the schools use of this card I lost over two hundred dollars from non use fees. I have had the worst experiance with this school reciving payments, and dropping my schedual when the bill was payed on time

23. The Financial Aid office was not asked about in this survey, but needs to be looked into. They need more staff to help during peak times. Also, they do not respond to emails.

24. check or other form=weeks or more). It happened that \$40 was left on the card after sometime - I thought this would be a smart thing to do

25. In future surveys, you may want to include the financial aid office also. It seems as though that is the department students have the most issues about with faculty, resolving of problems, etc.

26. none

27. Now that most everything is located online, I never have to visit the offices. It makes things much more simple that way!

28. I take online courses and never set foot on campus. I do not use the campus resources. I also object to paying for all these services that I as an online student do not ever use.

29. The Administration is very helpful and professional. However, I have a complaint about the food in the cafeteria. It is terrible most of the time.

30. This school is overall the best place I could have chosen, and I am proud to say that I am a student here.

31. In my opinion, ASU should put a little more thought into their current procedures and changing of procedures. ASU needs a better training process to have consistency throughout the campus. All Administration Forms in Ramport should be put in alphabetical

32. I am very pleased with the way the student accessible offices are so professional and nice.

33. The only issue that I have is that the Campus Police are HORRIBLE!!!! There is one officer in there (black hair, kind of heavy set) who is VERY rude and will interrupt and talk over you because he believes he is right. I am a very respectful person, but t

34. Overall, doing a good job. Might want to put down the old name of some offices!

35. The hours are sufficient just like any normal business hours and the staff are really friendly and helpful. Thank you.

36. It is obvious why there isn't a section of the survey about the University Bookstore, but please let me weigh in: Their service is shaky at best. They close when they can't handle their EOM, then have no promise of when they will reopen. They fail t

37. University is great but snackbar hours in the UC need to be improved longer and meal plans need to be considered in snackbar to at least \$5.00 not \$3.75. There also needs to be more work study programs offered.

38. I think it is up to the residents that have lived in a room before to clean up their mess but someone else to make sure they did a well job of it. I know my room needed some



vacuuming and it was not because we created a mess. There was a paper on the floor

39. The residential situation at ASU is horrible. I feel that residents aren't given the truth about what is actually going on. If I called the office I could get an answer, but I think that it would have saved everyone some time if we were given straight

40. while it appears that there have been improvements made, there are still many to be made. Offices need to be adequately staffed, need to look at extended hours-especially around the start of classes; some offices seem to forget that the employees and facu

41. Great job, ASU! :)

42. The Residence Life office needs a lot of help as well as the Financial Aid Office. I've had problem after problem with both offices since I first got here and it continues.....

43. why do we have LCD tv's everywhere when we can use that money to lower tuition even a little. BOOKS are a killer, i know you do not set the prices, but they are ridiculous and you wonder why enrollment is decreasing. people can\\'t afford IT!!!

44. I have gone back to school for the first time in about 17 years and everyone I have encountered has gone above and beyond the call to be helpful and courteous in ALL departments! I appreciate everyone.

45. There should be more C parking on the side of campus with the registrar. Having to be forced to park on the side of the road is dangerous and inconvient to those who are blocked in. Also there should always be a time to put your lunch one can buy in the sn

46. residence hall offices should be able to make change. Its impossible to do your loundry when the UC is closed, and it seems kinda ridiculous to have to walk so far just for change.

47. I have never had a problem with any of the departments and unlike others have been satisfied with the financial aid department. This year however it is Oct and I have yet to receive my financial aid. I turned my information in the same time and sooner th

48. The residence office and financial aid office need to improve a lot with communication.

49. I enjoy working at and being part of ASU and Texas Tech.

50. Please do somethign with regards to Res life . The genral opinion about rres life is that all they are good for is taking money and just stuffing people into rooms with nothign in common . Then why take the hassle of filling out those Res life forms ?

51. This is my first semester here.

52. I am extremely grateful to have the opportunity to pursue a Master's Degree from ASU. In my opinion, the services offered at this University are exceptional. The only suggestion I can make for improvement is to provide a physical location on campus f
53. ASU and its staff and faculty do an outstanding job.
54. The financial aid office is severely lacking professionalism and knowledge. It seems as if no one knows what the next person is doing and that they're not really sure of what it is that they do. They are slow and extremely inefficient. Maybe they are u
55. Fix the smell around the science building, it makes me gag. and all the crickets, whats up with that? there are more crickets here then there are students.
56. my advisor put me in two classes. one i had already taken and the other i didnt even need!!!!!!
57. One thing about the Registrars Office (not sure if this applies to this survey or not); but I've put in an address change multiple times since I've moved (twice), and the address has not gotten changed in all departments IE the library and financial
58. I do not like the limited printing, I have to print since I am taking all online classes and I am already using half of my allowance
59. The Faculty lecture Luncheon series ended years ago. Please terminate this account.
60. This is the second time I have taken this survey
61. It would have been beneficial for scholarships to be posted in a more timely manner before notices for no payment have been sent to students. I received 4 emails that my classes would be dropped if my payment had not been made, however, I had a scholars
62. was not here last year.
63. For some reason the parking fees were not taken out of my account and maybe some clarification on process is needed. All paperwork was signed and filed with financial aid office.
64. Generally things are steadily improving. The idea of service is clearly becoming a priority.
65. I don't like my roommates.
66. great campus
67. I really have no complaints. I'm a second generation student here along with my brother, and we both have had no complaints as far as education is concerned.

68. I am an online student and I live in Colorado.
69. Overall whenever i need help in any of the different offices, the customer service is prompt with helping the students as soon as possible.
70. I have no further comments
71. There is the perception among some faculty and many students that these offices are not there to serve their clients and that they often make things as difficult as possible. I have found that in each office I deal with that there are people who are very
72. Overall Angelo State University services available are dependable and great customer service.
73. The financial aid office really, really needs to have more than one line. I work, go to school, and have a family. I can't come on campus every time I need to ask a question!
74. travel not customer-oriented
75. WHAAAAZZZZUUUUUP! If you're reading this, you smell like cinnamon.
76. ASU is a great school. The best faculty and administrative officer people. Sometimes technology gets them into a little trouble and the Tech system change is frustrating. Ruining a peaceful nice campus with clutter and confussion. The parking this fal
77. Financial Aid is the worse at ASU and I will not recommend this university because of that.
78. I don't like how the email is worded to get me to do this survey. It is still available for your participation
79. I really haven't had many interactions with these programs to evaluate them for the most part, but it seems they do a good job.
80. none
81. I might have used IT support a couple of times. Most of the correspondance that I have will be with my side here at M. D. Anderson Cancer Center. Our Co-hort program takes care of our bills etc.
82. the staff no matter where i go has always been very friendly and helpful, no matter how busy they are they always have a smile and treat your problem like it was their own. you have a WONDERFUL staff.
83. The admin offices appear to be in a running down state. They are in need of a facelift.

84. Overall things seem to run smoothly as ASU
85. student service offices, such as res. life, one card, financial aide, student accounts, and registrars office should be located in same building. found it a hassle of having to go back and forth between hardeman and administrative buildings. often gone to
86. I do not think online student should be charged all of the campus fees that those who use the facilities are charged. I can accept the service fees for online classes but some of the other should be eliminated.
87. Very pleased with all I have had contact with. Very cordial and helpful assistance.
88. I found many lizzards in my dorm room and i was very disgusted and upset. I live in the concho hall and the staff members including the head of the dorm seemed to find my problem funny and not important. they didnt take me seriously even though i had proo
89. Since the change of the Executive Director, most or some offices do not understand we have not changed our phone number or mailing address. I have different people asked how to reach our office, or mail us. Some offices have not response to questions we
90. This division has the perception of being kingdom builders and do not give off the team spirit that ASU should have between all departments/divisions. We are all in this together and yet quite a few departments in this division seem to only look o
91. very disappointed in the Travel Department this year.
92. I believe overall that ASU has exceeded in everything except we need more parking for students!
93. Thank you!
94. for freshmen have a detailed map of the campus showing the names of bulidings and not numbers
95. ASU is a great place to work and it is getting better.
96. Yall are doing good keep it up.
97. Wasn't much help!
98. Please make sure students know that the funds on students' OneCards will not be automatically withdrawn from the OneCards to pay semester costs. At the beginning of the school year there was a mix up in which we understood that the funds we placed on m
99. I have been misinformed and mis advised by the people working the financial aid office on something important each semester for the last two years. They have caused me

great frustration and inconvenience because they have left out important information t

100. People who are advisors need to go through training...I have been misadvised several times and it really screwed my plans up.

101. The mail office has been great at all hours of the day.

102. You didn't add a Financial Aid Office questionnaire. I feel rushed when I have any questions and the people aren't as friendly as in other offices.

103. the administrative offices have done a great job.

104. The ASU campus is great to on.

105. i think it is crazy that my husband has to buy his graduation attire he will wear it one time. At other universities these can be rented. I guess he has a Halloween costume for the next 30 years.

106. The Lady in Residence Life in charge of Texan Hall has only been rude to me in the 3 years ive been here. She only yells at the residents and never listens to their side of the story

107. I wonder if students like myself who pay tuition in full and do not use the services in this survey could get a break on tuition?

108. I believe parking tickets to students should have some kind of appeal process. There was a time I had taken down the parking sticker for a weekend becasue I was cleaning it out. The parking sticker was in the car but not on the mirror were it is normal

109. sense I have to pay for color copies Only with the card and if I were to go the cafeteria."Minor Detail" I did not use the card for a period of time because I do not trust it to act as my checking account and they ZEROED out my account because of no activity. If it is a debt card -not a bill that is sitting there not being paid- why can the money not sit there. I know this is a matter with the bank that handles the OneCard and not ASU directly. And I do

### **Print Shop Comments**

1. Are there plans for electronic submission of documents to be printed?

2. The print shop staff go above and beyond expectations. They routinely process requests within one day. For the most part they do a fantastic job.

3. Exceptional work but they always seem behind and sometime the wait is unacceptable. When asked they rush the order but I always think that it takes to long to process a job.

4. The Print Shop goes out of its way to help get printed material out on time, with quality work.
5. Have never had problems or complaints on the Print Shop.
6. Kudos on a job well done this summer. You guys had a tough job with all of the reprints and seemed to keep everything on track and kept a good attitude.
7. We have asked the print shop to rush a few jobs, and they were friendly and quick with our job.
8. Great guys!!!!!!
9. Good people
10. These gentlemen work hard and have a knowledge to help the Univeristy save money which they pass down to the departments. They are always courteous.
11. I enjoy working with them and receive great service.

### **Purchasing Comments**

1. The employees in the center office are very nice and try to be helpful but the Director can come off as very rude and short with issues that come up. Maybe the management needs the customer service training. Need to do late summer procedure workshops for
2. Should be open over the lunch hour.
3. Purchasing procedures should also have some training on purchasing requirements, vendors, etc. with orientation when coming in as a Secretary.
4. Occasionally P.O's get lost and delayed without any notice.
5. Having a ca. 1 month period in which purchases cannot be made is problematic for those of us doing research in the summer.
6. Would like to see workshops for new employees on how to use the resources available.
7. I do not like the fact that for 6 weeks of the year, no purchase orders can be processed.
8. Jody is awesome and answers any questions I have.
9. Communication is a problem. Expenditure policies are not explained well and at times no one can tell us where to find the information. Even at times when we have asked

ahead of time regarding a purchase and proceed as directed, we are told later that we

10. They are very friendly and are willing to go out of their way to help.

### **Residence Life Comments**

1. Needs to update information before calling me twenty times when the issue was resolved months prior.
2. Surveys must be done to match roommates and not just ask "DO you prefer a smoking or non smoking?". Being an RA Residents make complaints that they wish the R.L.O will provide a better way in matching incoming residents. I am not saying that RLO is
3. The Director is hard to get ahold of but the Asst. Director is easy to get ahold of but doesn't make decisions with the permission of the Director. Seems like a lot of people behind the counter but the counter is not their first priority and should be.
4. I went by to add a meal plan and the lady I talked to didn't have much knowledge about the commuter meal plan. I still don't know how that works to this day.
5. This is an office I dread having to deal with. The person I need to speak to is never there, so the student help is always telling you to come back later.
6. they are very good they helped in getting the room that I really wanted, they did as much possible and I finally got what wanted.
7. I have problem with my card not letting me in to my dormitory hall and it's still not fixed.
8. the area coordinator in texan hall was VERY unprofessional last year and was a big reason why i moved off-campus. also all the fines are not necessary. i had to pay hundreds of dollars because my room had to be repainted for something i didn't do and w
9. Residence halls need to be more organized because more than one room in carr hall only have one person in them and massie halls have tripled.
10. Not all floors receive the same information on a timely matter and when one floor does not do what the others have done it seems to be the fault of the residence and it should be the RA. For example our floor is barely receiving information about facility
11. I cannot wait to go off campus ! The residence life office has been the biggest disappointment for me since I have joined ASU
12. Room assignments should be available earlier in advance.

13. Horribly organized department of ASU. Makes living on campus for upper classman like a punishment. Very disatisfied with how the Residence Life Office is run. It is very inefficient and unorganized.

14. Many times when I went to speak to them or spoke to them over the phone, they were very rude. Only one person in that office is consistently nice. It is unacceptable for an office at a university to treat students in any but the nicest manner.

15. was not here last year

16. I understand that there are certain requirements for off-campus living but I don't understand why those that would like to leave and didn't have 60 credit hours/4 semesters at ASU couldn't live off campus will the school was tripling up rooms and

17. they acted like i was speaking a different language and had no clue what to do. it was a very displeasing exsperence."

18. Billing issues not handled quickly or correctly.

19. I had a complaint against my roommate. They did less than nothing.

20. staff unfriendly, student workers unknowledgeable as well as staff. dread having to deal with residence life.

21. I had a complaint about bugs found in my dorm room and the staff along with the dorm coordinator seemed to find my problem unimportant and dismissed it without what i seemed would be the proper way of handling it

22. I enjoyed certain things that residence life offered. The staff were very proffesional and made sure anything that i needed answered was in a quick amount of time.

23. Residence Life gives ASU a bad name. They are hateful, unprofessional, and confrontational. The staff is not respondent to emergencies and is over-eager to charge for damages. I would never recommend Residence Life to anyone. The particular staff at T

24. good

### **Student Accounts Comments**

1. Nice place to deal with. The ladies are very nice but the first few days of a semester the lines seem long.

2. The staff is all fabolous, the wait can be the worst.



3. Students/parents are constantly complaining about not being able to see and pay bill a lot earlier.
4. I've had some trouble with payments and refunds, but the faculty at the accounts office is always very friendly and helped me fix whatever problems I've had.
5. The overall dress was casual, and several of the teller/associates where talking back and forth and did not seem to be paying attention to the customers.
6. The office does such a great and enthusiastic job and the people working there are very positive and helpful!
7. I think that we should process refunds on a more frequent basis since they are being disbursed electronically.
8. During fee payment the lines were very long, perhaps it would be a good idea to have a few more cashiers.
9. I was very dissatisfied with the service. The people were very unfriendly. I try to avoid this office completly.
10. I wish there were more credit card options that were accepted (Discover, AmEx...)
11. was not here last year
12. There was a MAJOR snafu with billing once I applied for a student loan. My account which had been paid IN FULL with scholarships was then sent into a tail spin. I was asked to repay student loan, then sent a VERY nasty threatening letter about my accoun
13. Overall, i would say my experience with the staff of the Students Accounts Office was anything less than plesant. The were very rude, and sarcastic when dealing with a mistake they made with my account. They did not inform me in any way of the issue and m
14. I have not had enough contact with this office to fairly evaluate it...but I hear many complaints from students.
15. i went in to get my refund and there were 4 ladies siting at their desks talking. i walked in, stood and the counter waiting while they were still talking. it would have been different if they were talking about work... but they were talking about wha
16. The student accounts office has many desks where the employees sit. It would be nice if they looked up and smiled when a person comes to the offices as sometimes I have had to wait for them to notice I was there.

17. The one card had a high balance but the registrars office was unable to apply to those funds forcing me to use my credit card twice for registration. Very frustrating!! It took hours on end to get everything working properly.

18. I have been to other universities for undergrad, the student accounts is the worse I have had to deal with.

19. The only thing is that most people cannot remember witch building it is in. Once they walk in the correct building everything is easier.

20. Need to take CC's over the phone!

21. This department does not like change in any manner.

22. there were times that certain staff member had no idea about certain questions that i had. i had to run back and forth just to get a question answered.

23. very nice and helpful

24. everthing was just fine