



**2008 SURVEY REPORT:  
ADMINISTRATIVE SERVICES**

**Finance and Administration Division**  
Angelo State University

**INDEX**

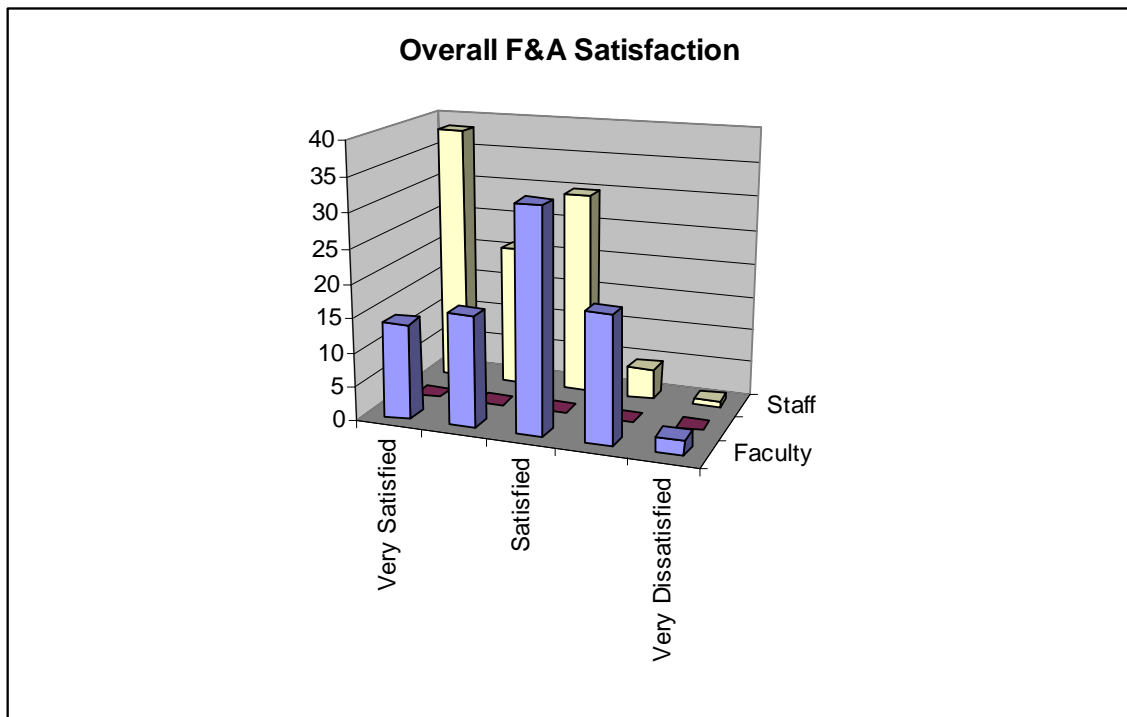
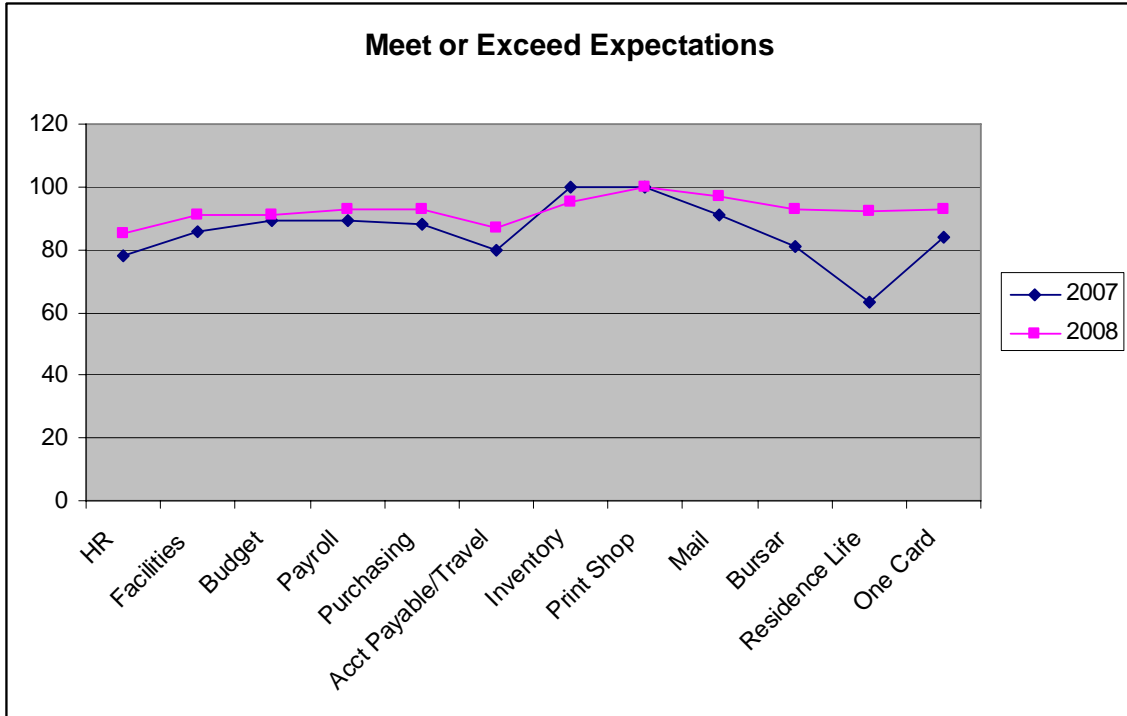
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## **Executive Summary**

The purpose of this survey was to collect customer satisfaction data related to services offered by Angelo State University's Finance and Administration division. This survey, conducted each fall semester, is a key component of the Finance and Administration strategy to improve the services provided to the University community.

- ❖ Responses to the survey indicate that the average level of customer satisfaction improved during the past year (chart #1). Based on a comparison of key F&A services during 2008 vs. 2007, the division showed an average increase in customer satisfaction of 7.8% over the past year. Given that the estimated margin of error for this survey was 4%, it can be safely assumed that overall customer satisfaction did improve between 2007 and 2008.
- ❖ The responses show a strong disconnect between the perceptions of faculty as compared to staff (chart #2). This is problematic, and suggests that additional efforts are needed to improve services to faculty and/or to better train faculty related to administrative processes.
- ❖ Comments by respondents (Section E) suggested multiple opportunities for improvement. In general, these comments centered on the following themes:
  - Improve communications
  - Expansion of on-line resources and services
  - Training related to administrative processes and procedures
  - User friendly procedures and procedures
  - Responsiveness to customer needs and timelines.
  - Transparency of actions and decisions
  - Working toward common University goals
  - Administrative services should support university operations.

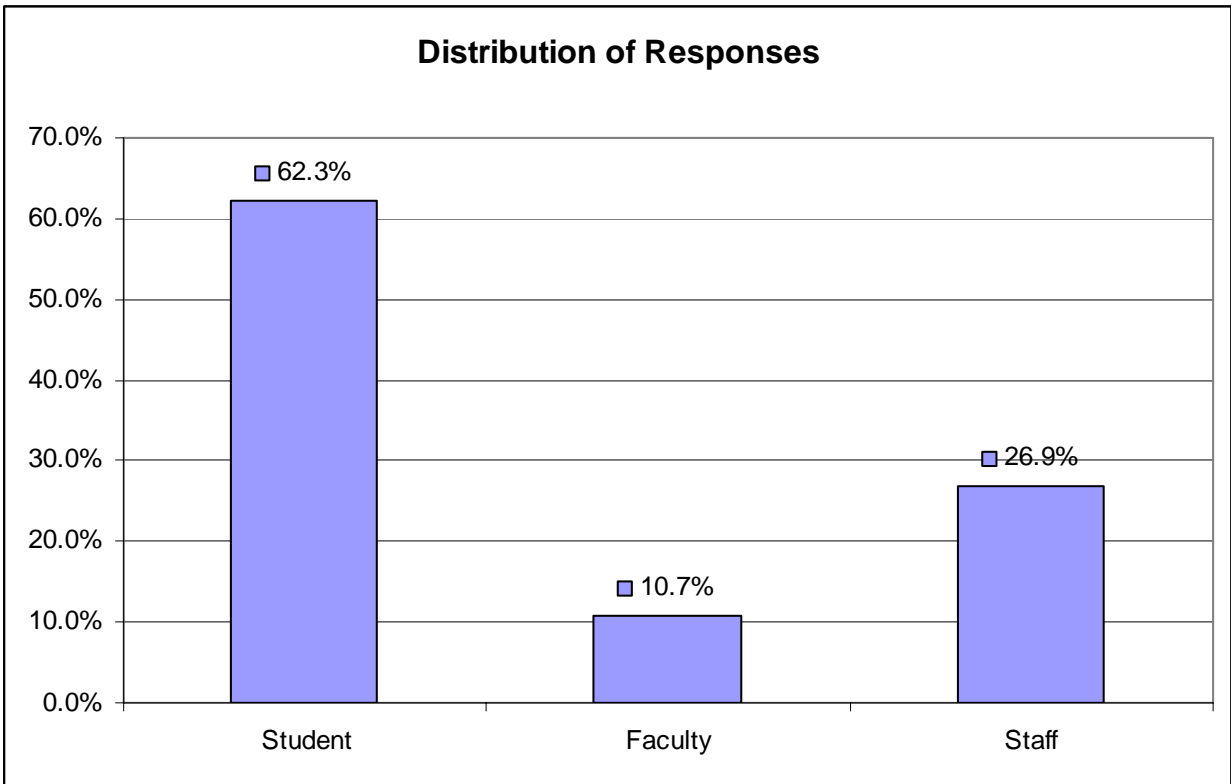
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**Method and Response**

This survey was conducted during November of 2008 using an online instrument (SurveyMonkey.com). The population surveyed included all full time faculty, staff, and students within the university. A total of 6,889 surveys were distributed via email and 624 responses were received (9.1 % response rate). Students comprised 62.3% of the respondents, faculty 10.7%, and staff 26.9% as illustrated in chart #3 below.

Faculty and staff were asked to respond to eighteen questions, with the student population asked to rate ten key administrative services. Respondents then rated multiple functions within each service area, and were also asked to submit comments related to these areas.



## **Suggested Interventions**

### **1. Meet with staff and analyze data/comments related to specific areas.**

Action step: *Directors and department managers should meet with his/her staff to review the survey data and discuss the comments submitted. One or two negative comments may be an anomaly, but multiple comments related to the same issue may suggest that improvement is needed.*

### **2. Evaluate survey comments in the context of F&A Strategic Plan goals.**

Action step: *Each director should review the Strategic Plan goals and actions items, and evaluate those items in the context of the survey comments. Determine if the action items being implemented will address the issues, or if action items need to be revised.*

### **3. Determine why faculty perceptions of service quality are so different from staff perceptions.**

Action step: *Directors and/or department managers should reach out to key faculty groups to determine why the perception differences exist. This could include meeting with faculty senate, deans, department chairs.*

### **4. Establish and implement division wide customer service standards.**

Action step: *Common customer service standards should be established that apply division-wide. Directors and department managers should insure that all staff are aware of and strive to meet or exceed these standards. Attachment A of the last page of this report shows an example of possible standards.*

### **5. Improve awareness of policies and procedures related to F&A services.**

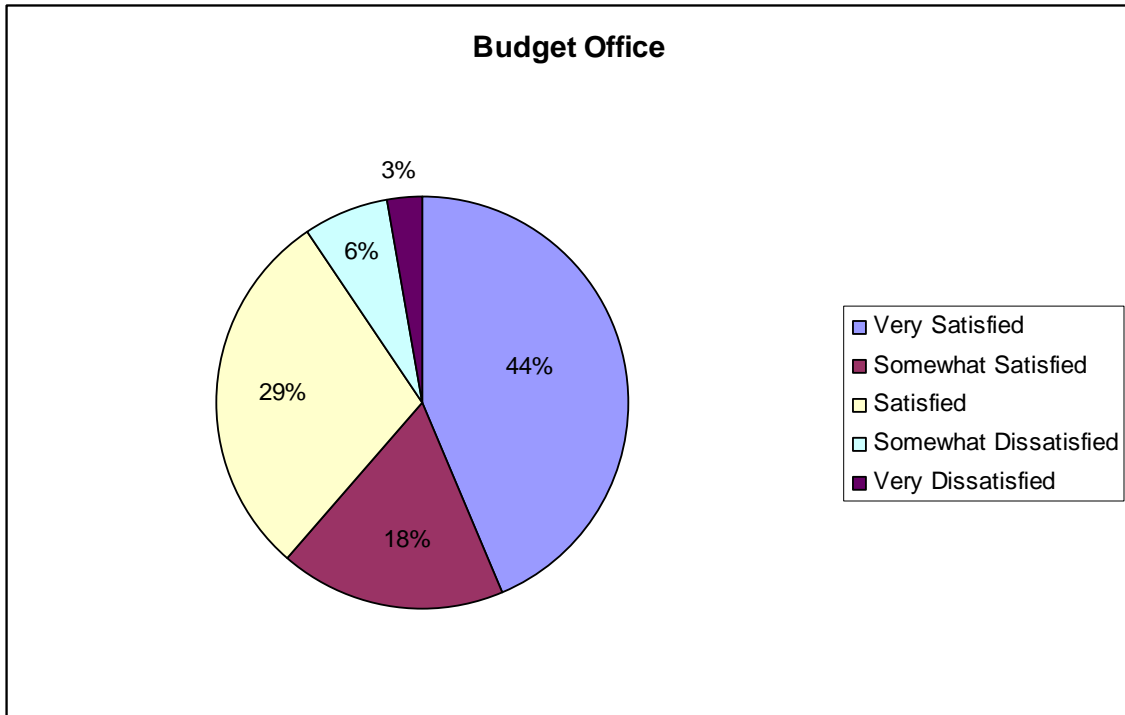
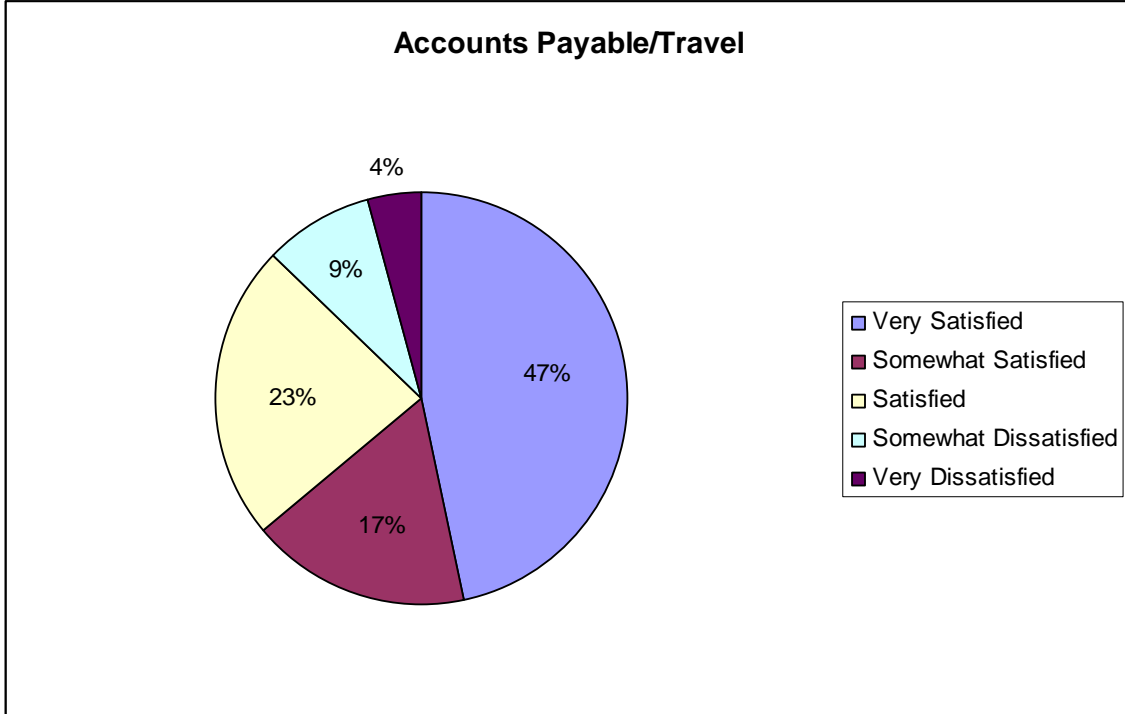
Action step: *Prepare and disseminate media that will increase the general understanding of policies and procedures related to F&A services, to include the use of web sites, brochures, newsletters, and e-mails. Develop and deliver presentations to key campus groups related to the same issue.*

### **6. Improve communications and transparency.**

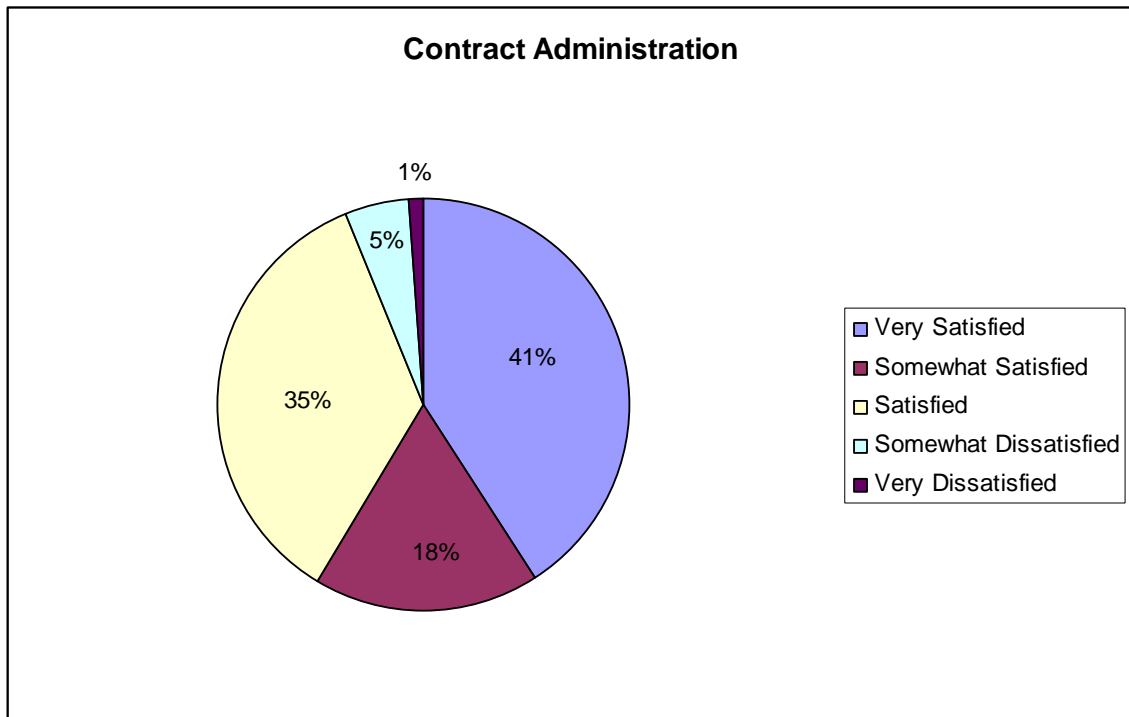
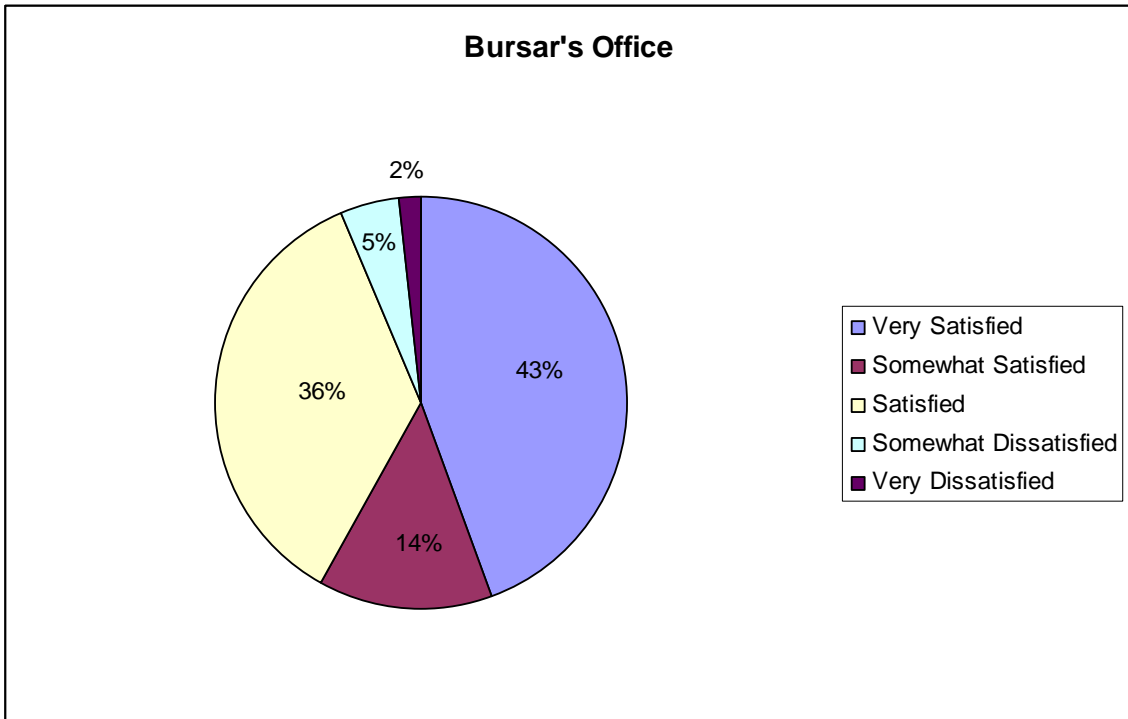
Action step: *Take appropriate steps to insure that any actions affecting the campus community are communicated effectively to all faculty, staff, and students, and that all actions are conducted in an open and transparent manner.*

**Data Observations**

The distribution of responses to each question is shown below. All values are percentages of those responding unless otherwise noted.

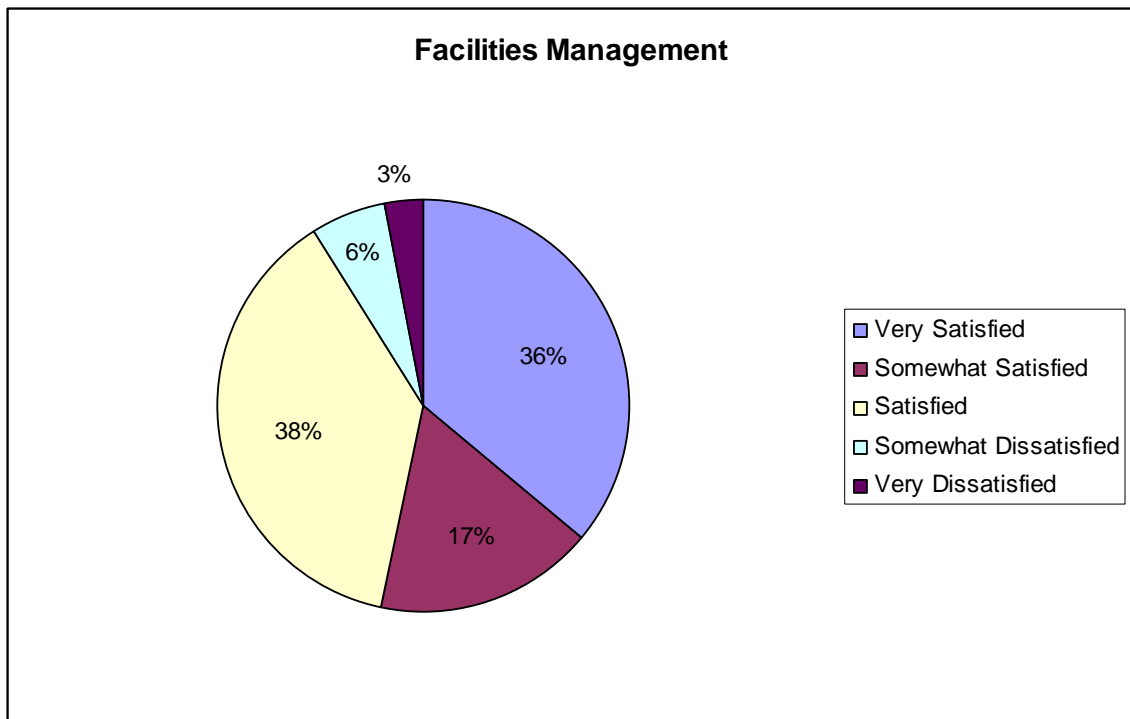
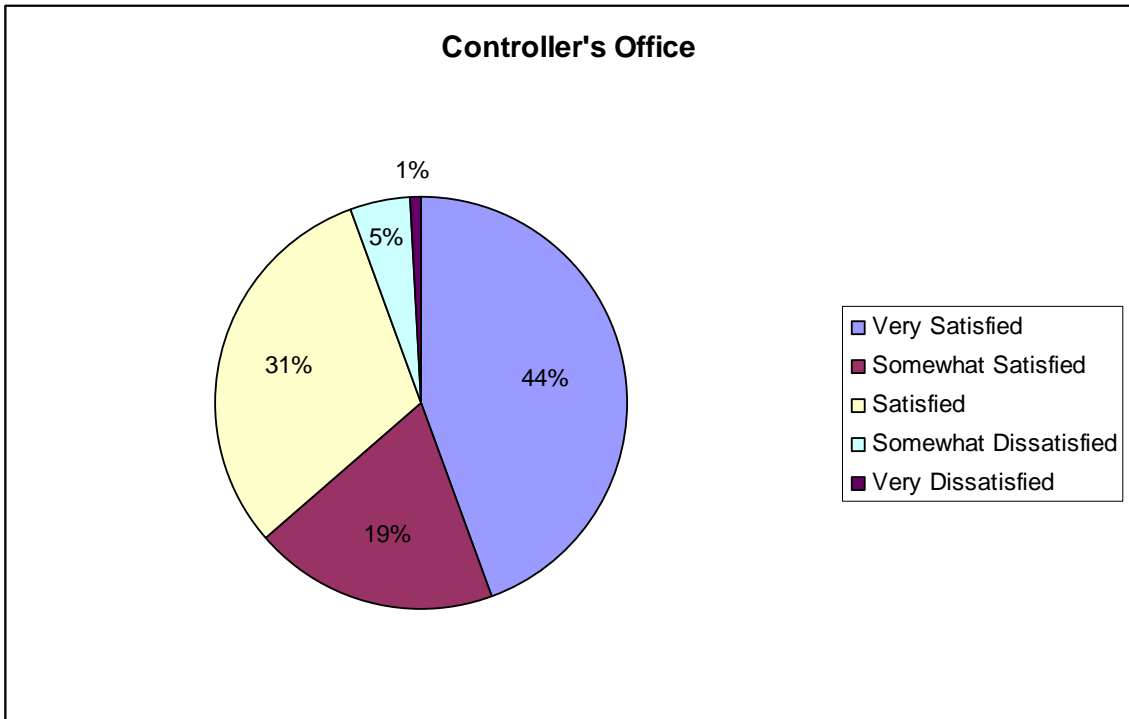


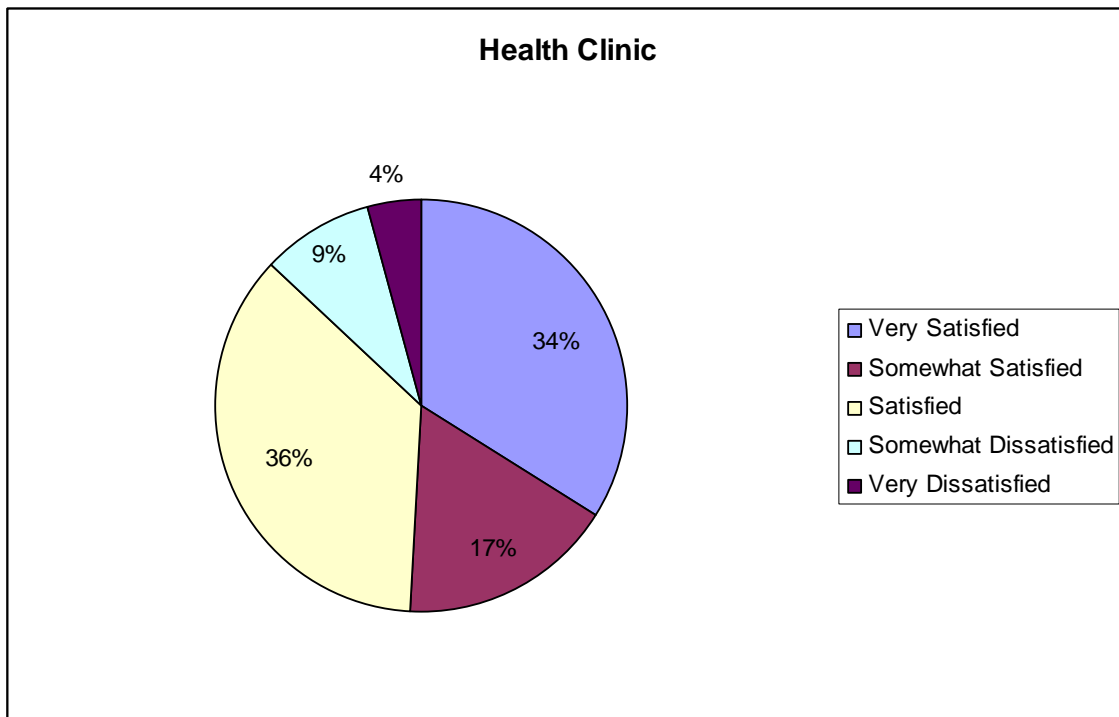
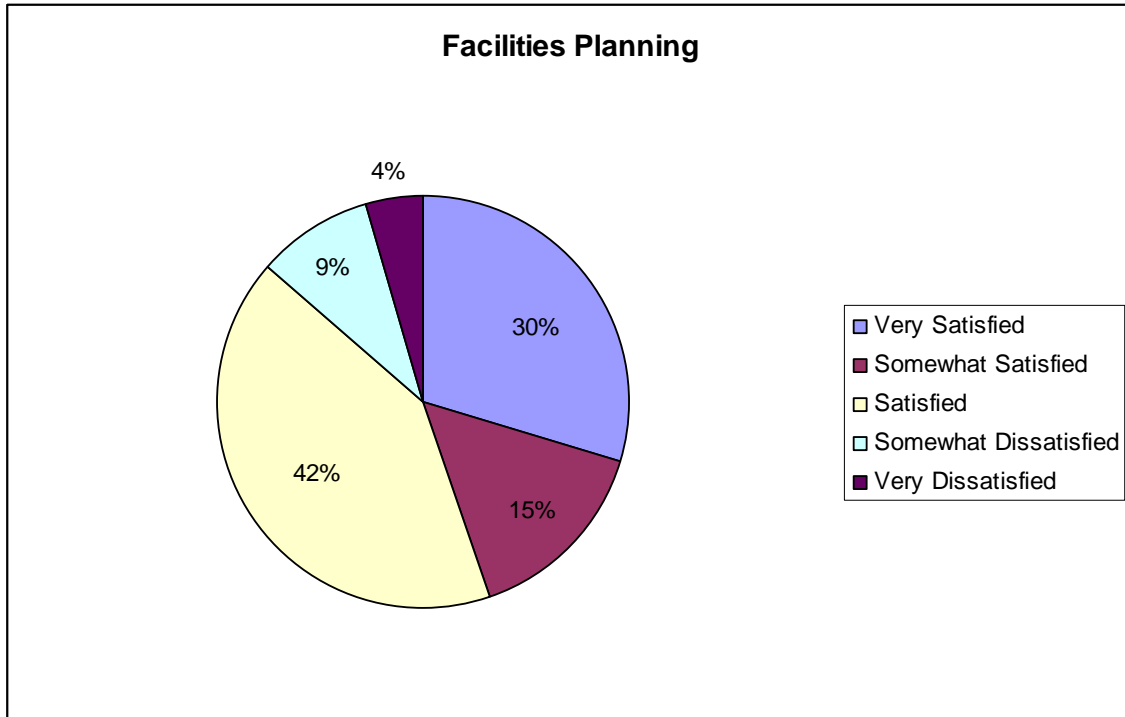
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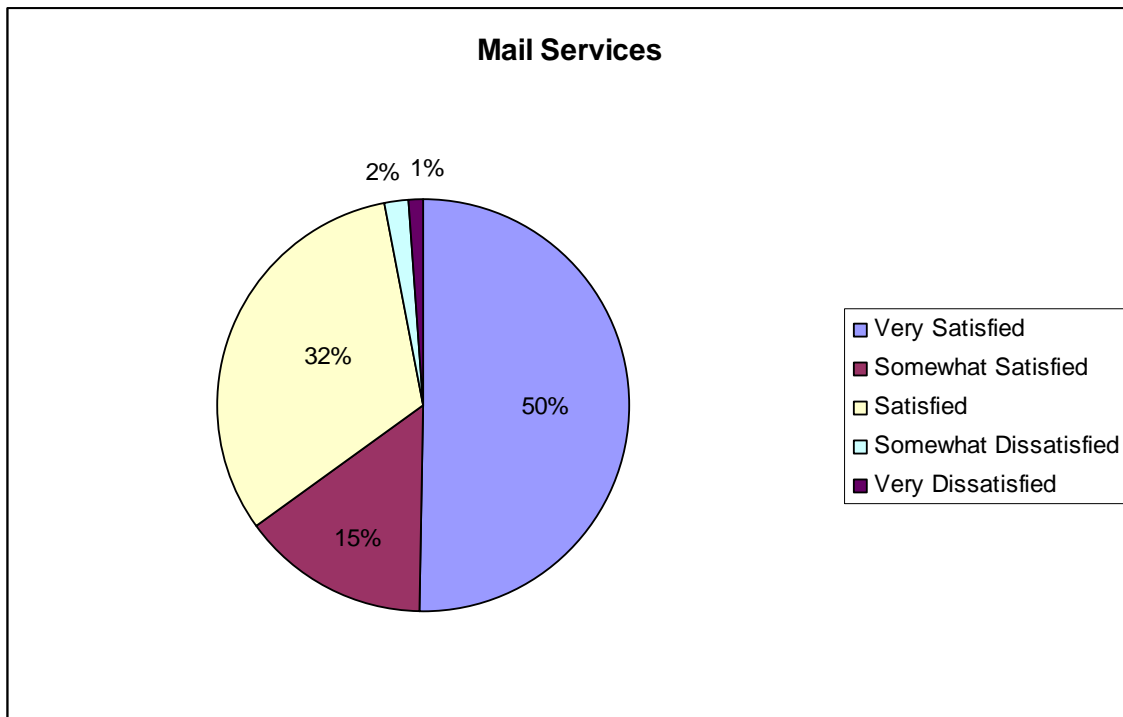
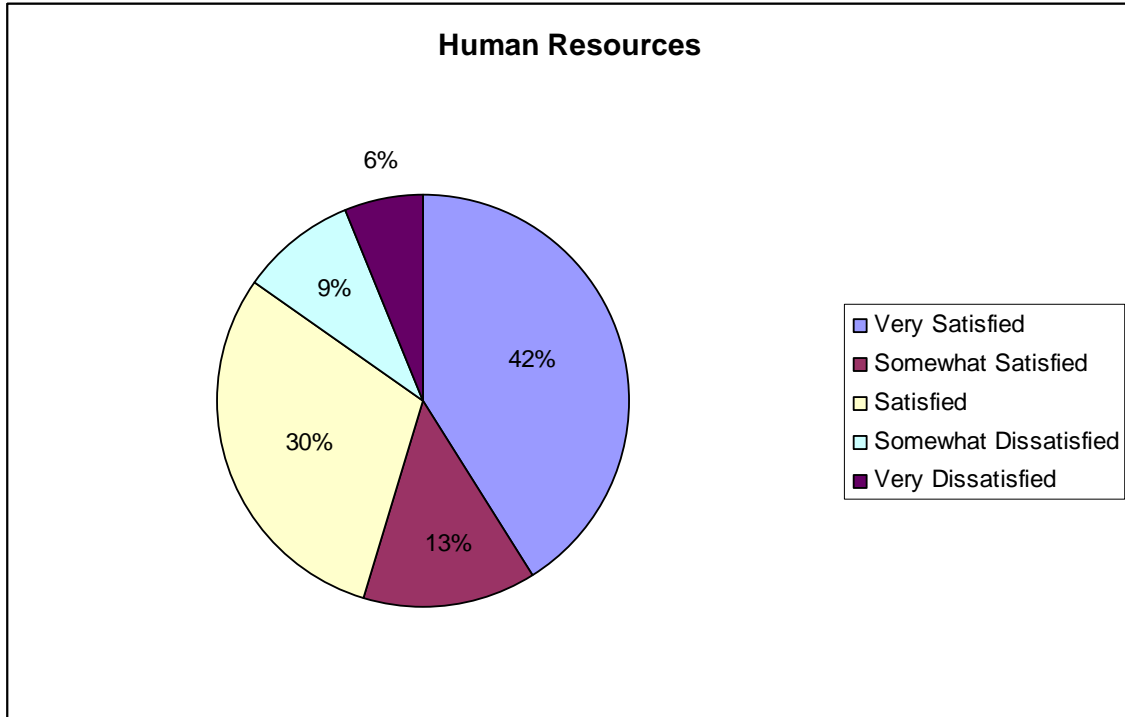


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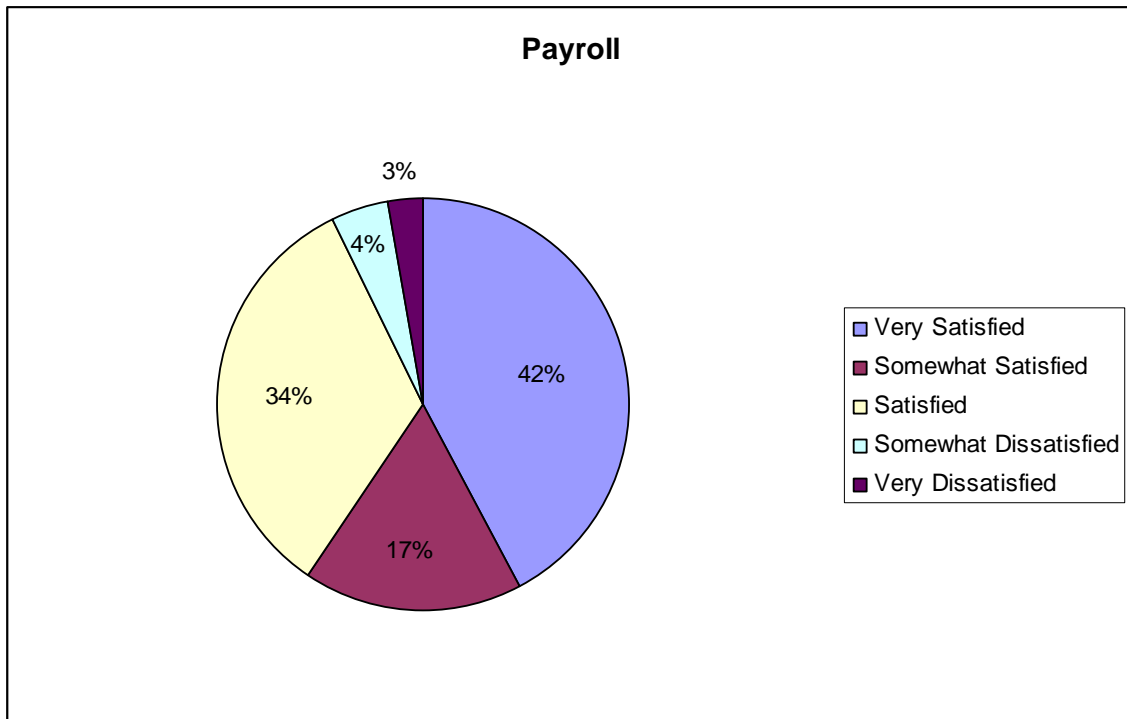
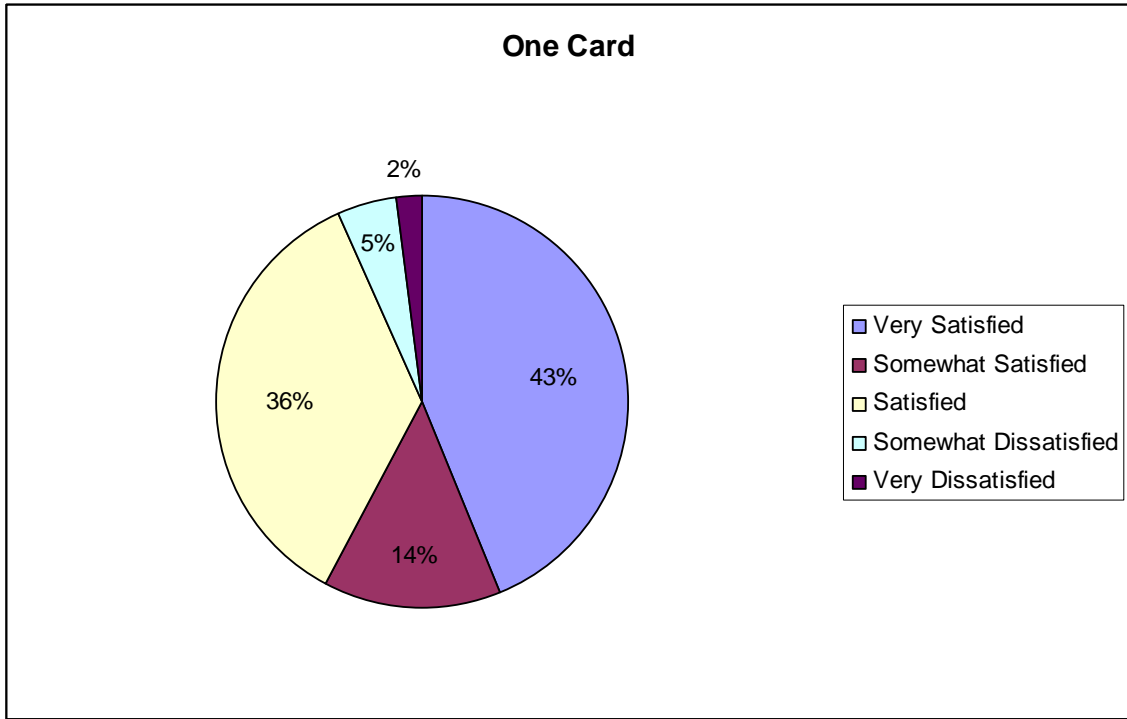




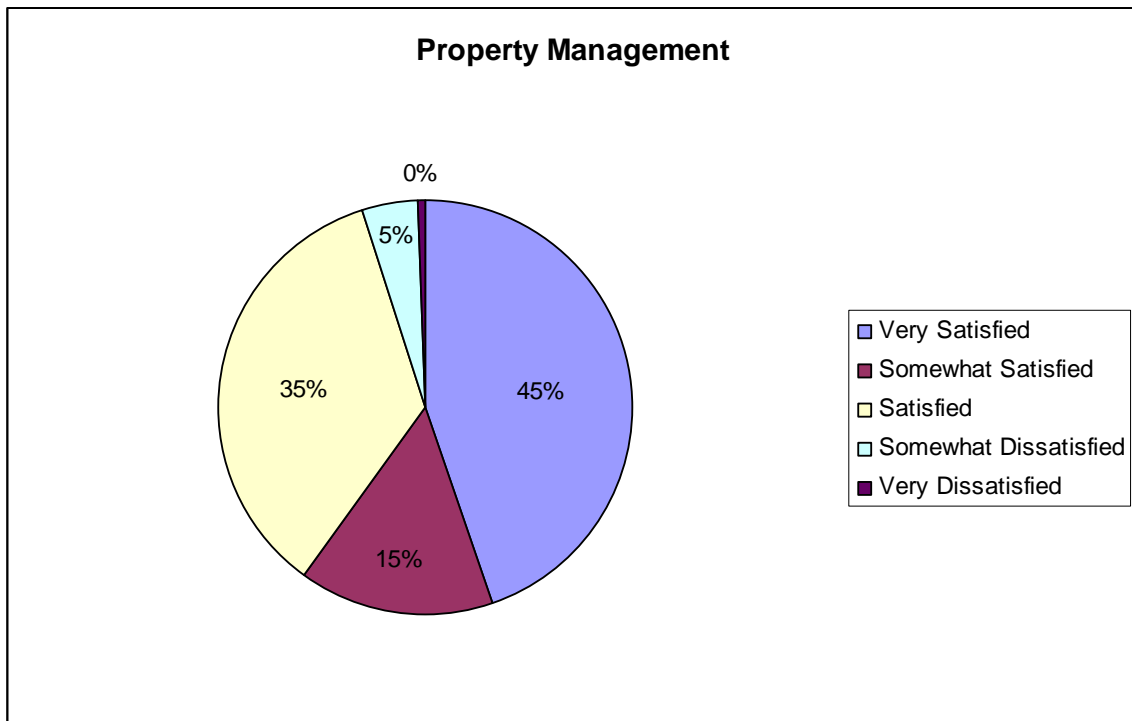
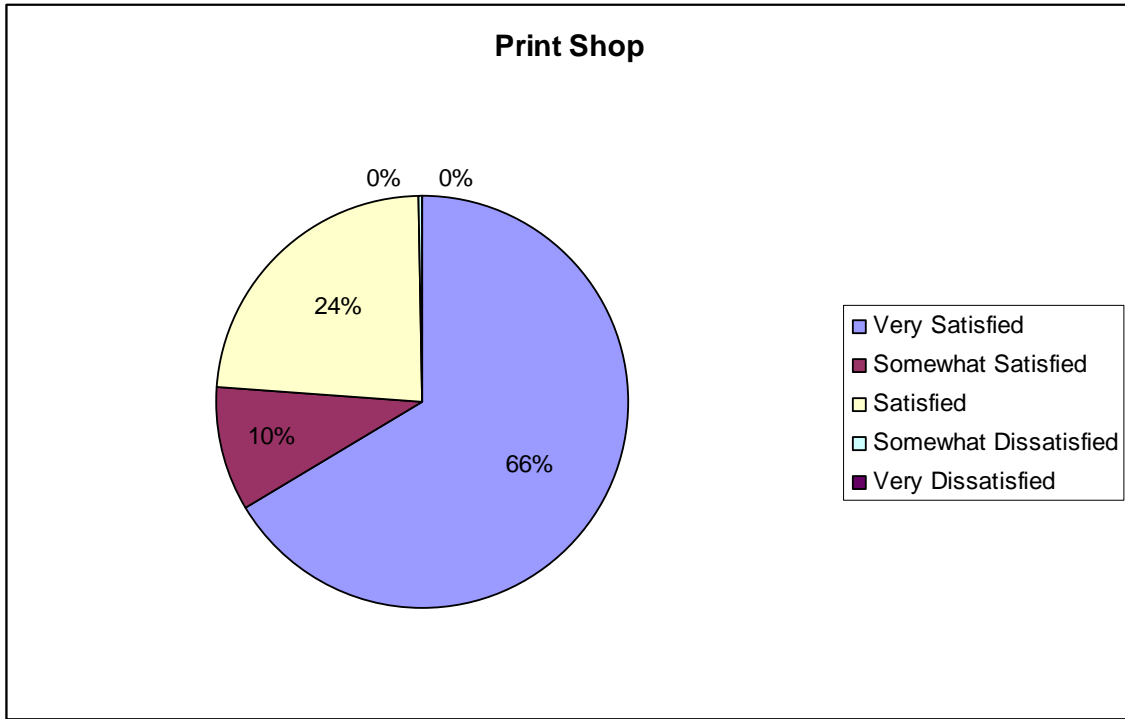
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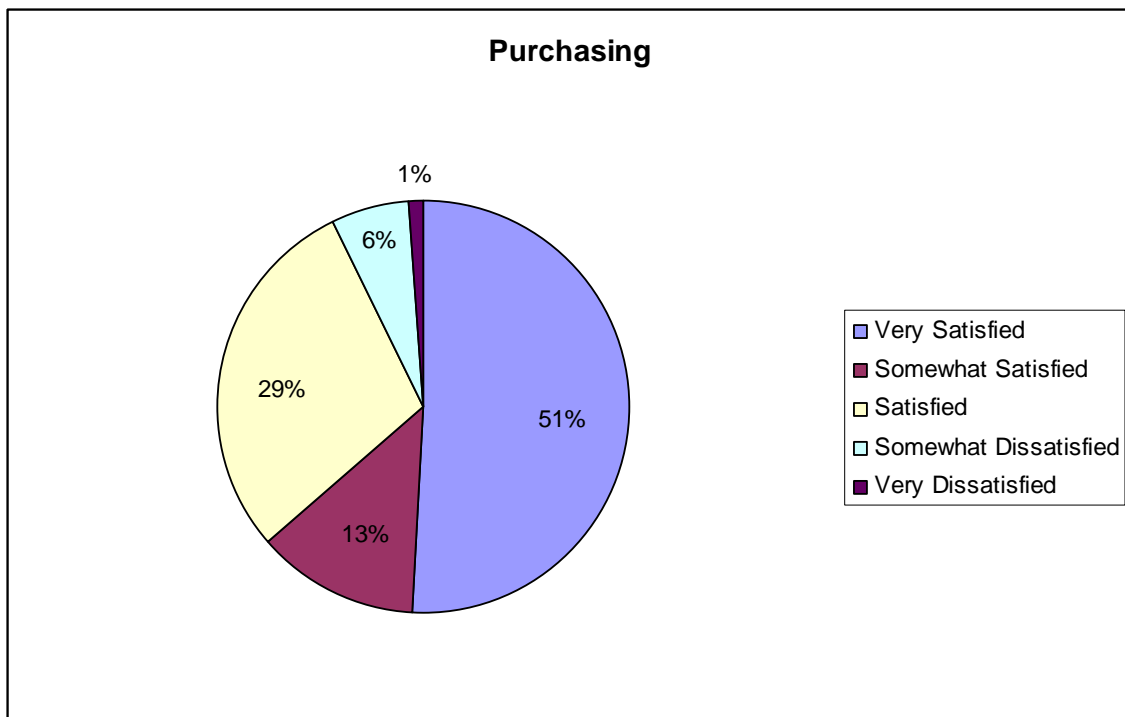
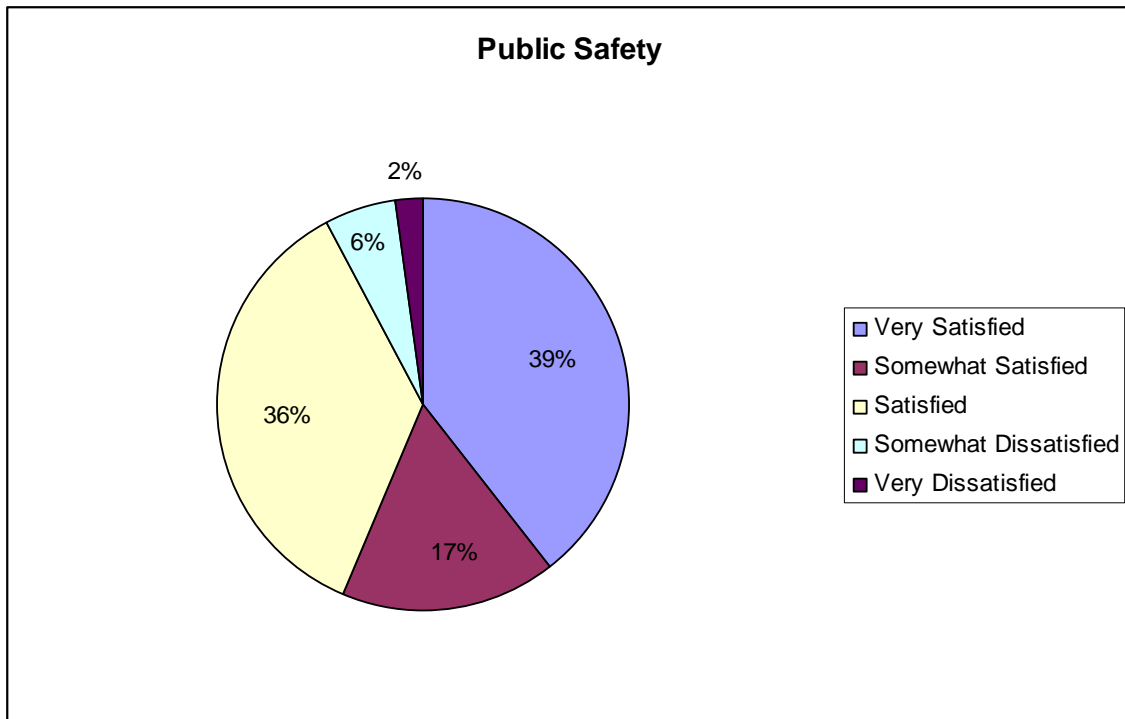
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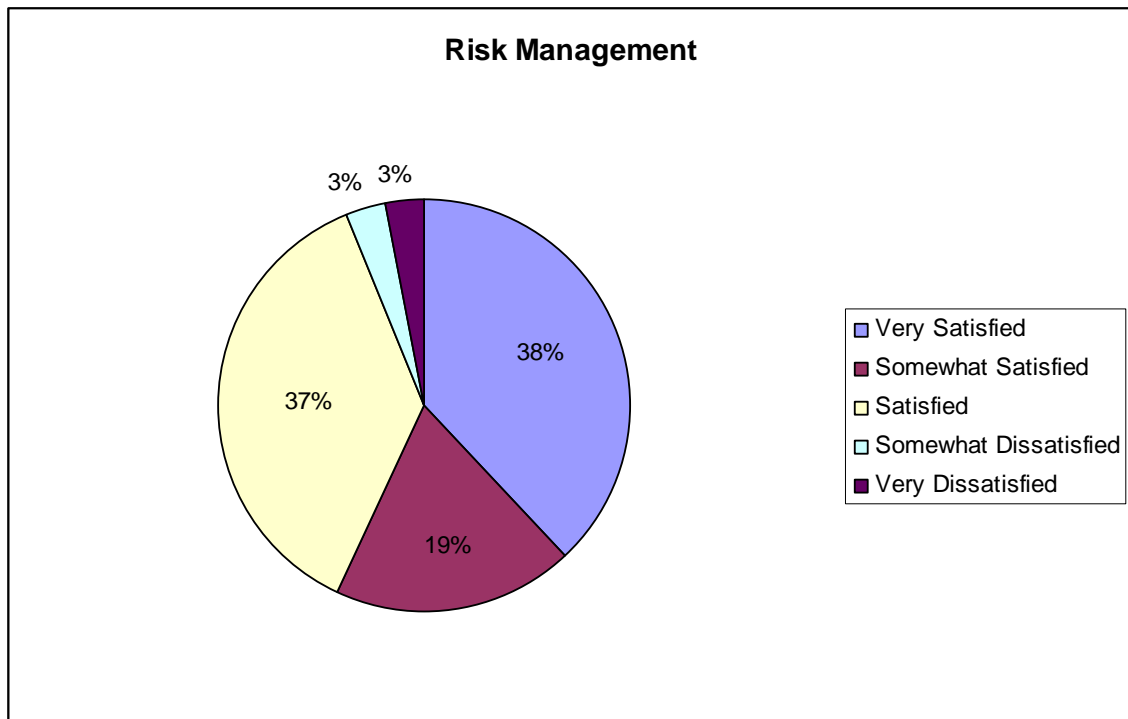
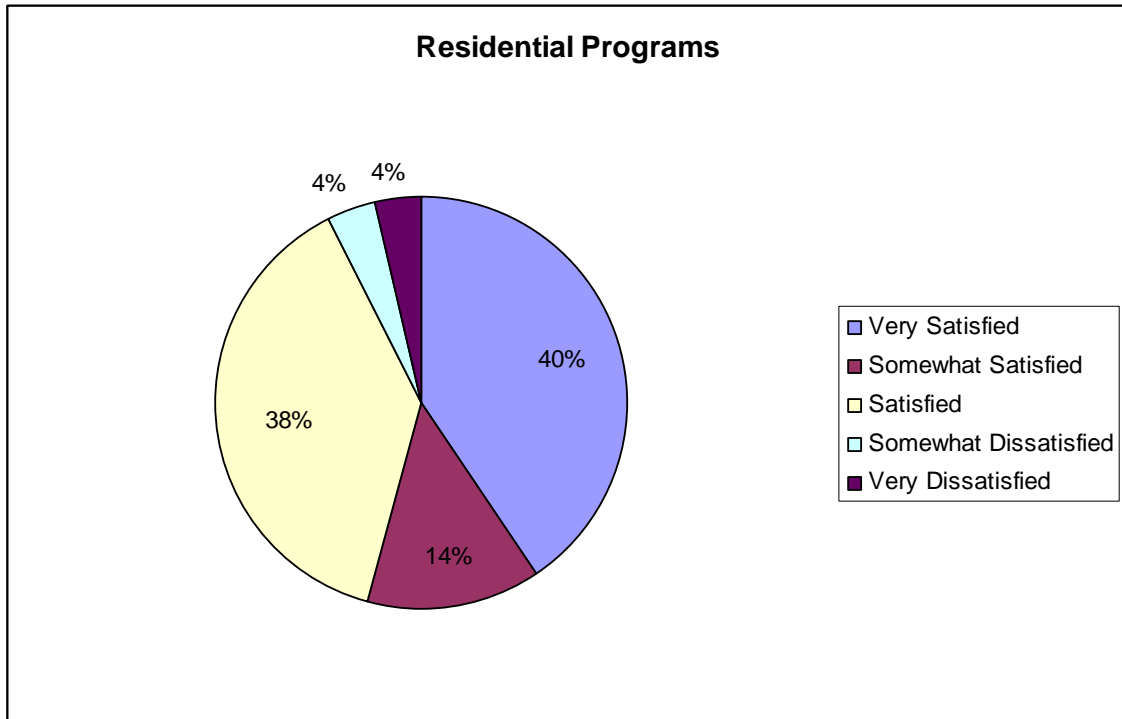
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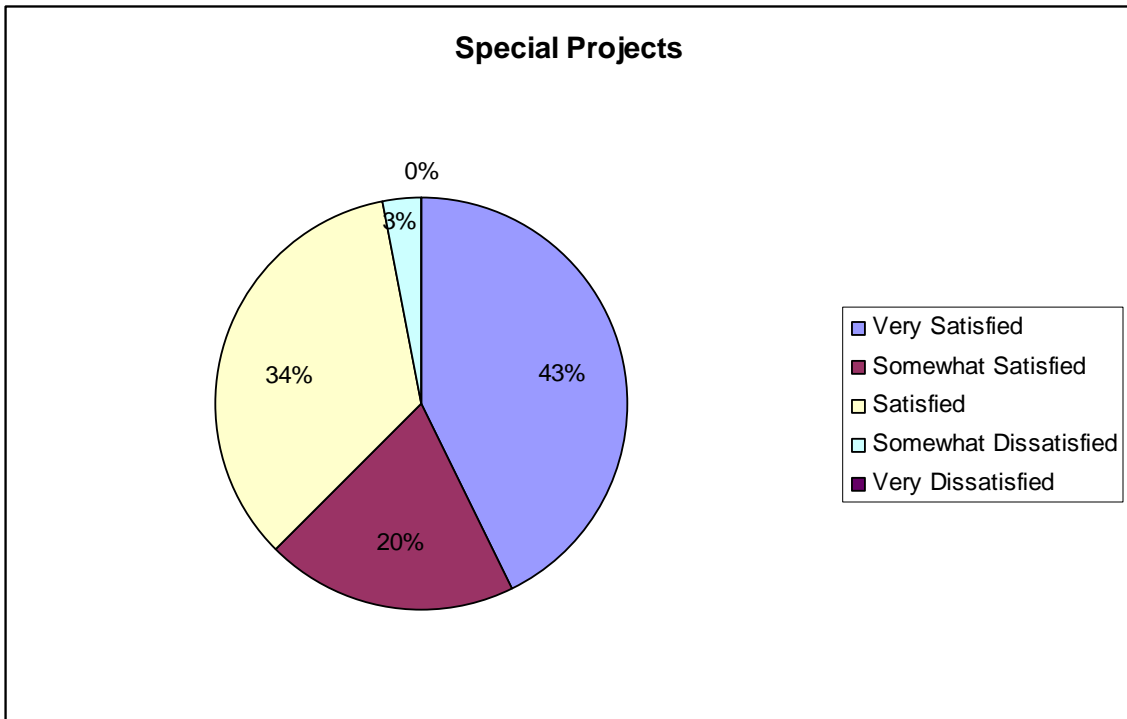
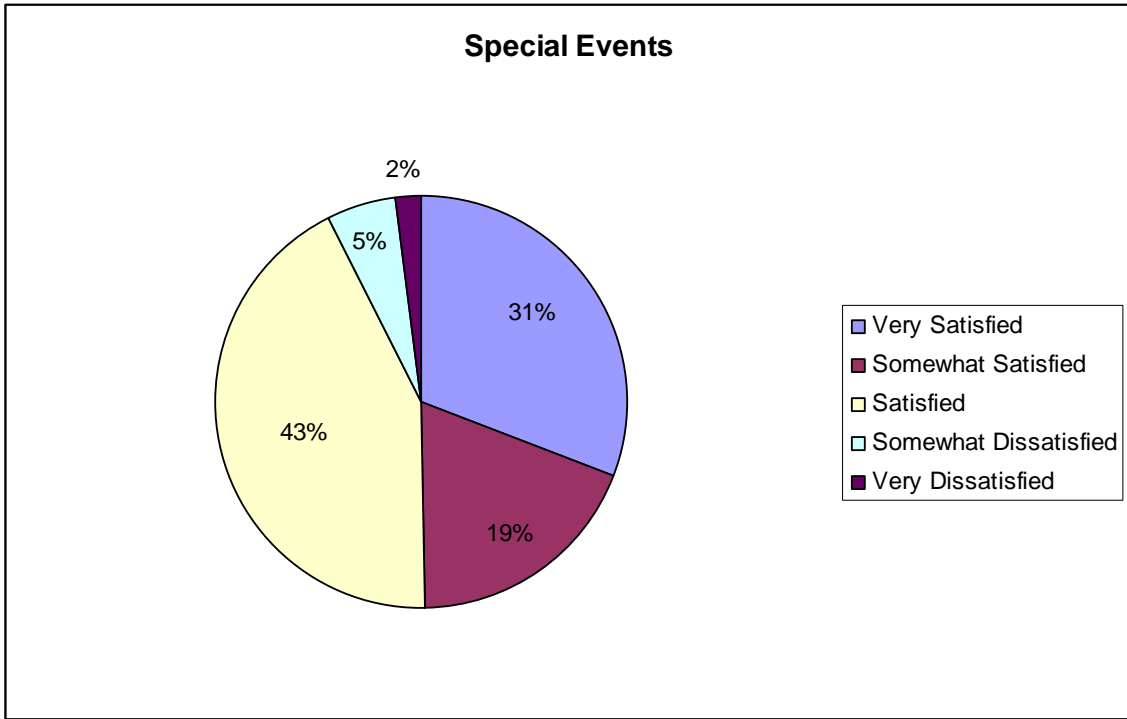
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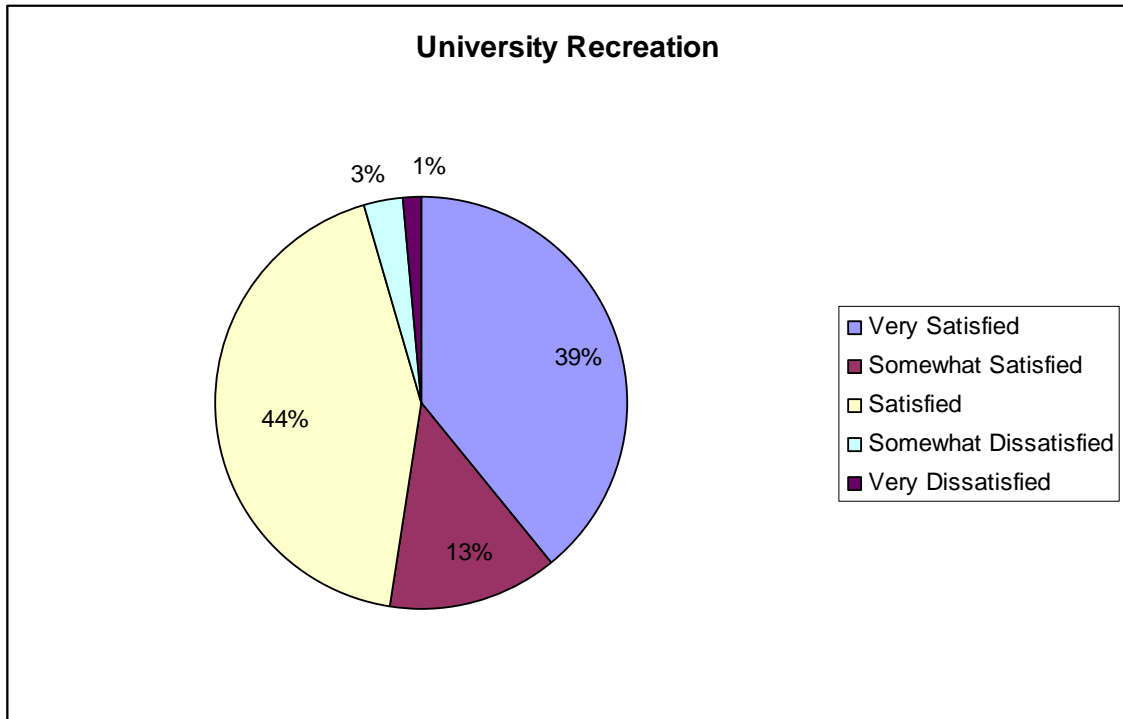


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**Overall Suggestions for Improvement**

(Comments submitted by respondents, grammar and spelling within comments is as submitted)

1. Assist with corrections
2. Cleanliness of facilities
3. cleaner restrooms in older buildings
4. have training on completing and follow up to travel forms and documentation
5. Improve processing of purchasing orders and subsequent payment.
6. More information to general faculty population
7. HR does not need to be slowing down the paperwork process
8. Timeliness - has improved in the past year but still needs work.
9. HR needs to be better informed on HR topics and ready to help faculty/staff.
10. Support university programs instead of making things more difficult
11. Establish a true Office of Travel with clearly defined customer service goals
12. Better night police presence.
13. involve all stakeholders in decision making for a transparent process
14. Change VP of Fin
15. Re-vamp the Construction Management process and increase client communication on projects
16. Cleanliness of buildings
17. Hire custodians who will actually clean some of the buildings on occasion
18. Facilities Management morale low due to lack of support from leadership
19. Easier travel process
20. better cleaning of offices
21. communication in a timely manner on the user end not your end
22. Improve processing of travel reimbursements.
23. Ability to admit mistakes and correct them without trying to displace blame
24. Special Events does not need to be scheduling Academic spaces
25. Communication - policies and decisions often seem mysterious and spurious.
26. Custodial issues need to improve drastically.
27. Support faculty in their endeavors, especially when it comes to funding via external grants
28. Purchasing needs to become paperless and units should not have to spend time researching products
29. Change key personnel
30. Make the budget process of Construction Mgt. a clear and transparent process
31. Improve student assistance so we can retain more students
32. More training and transparency in the budget process

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33. Teamwork - it seems like you don't support the rest of us on campus and make things more difficult.
34. Professionalism and courtesy need to improve.
35. Be more professional. The roadblocks to getting answers or anything done seem to be numerous...and the departments disconnected
36. Communication between Finance and Administration and the University community needs improvement
37. Friendlier staff
38. improving the sidewalk to the University Clinic from the parking lot
39. Transcript requests online
40. no comment
41. If something is needed, let them know soon instead of taking their time. We can't get things done if we don't know what's wrong.
42. Get our paper work finished on time
43. More scholarships available
44. More instructions/guidance on the on-line registration.
45. Lowering Tuition & Fee Rates
46. parking
47. allow refunds for services not used by distance students especially graduate students
48. one card
49. Need better professors in the communication department
50. more parking
51. Need to have a fall break like a spring break except in the fall.
52. More knowledgeable of students affairs
53. The Student Accounts department needs to have some sort of flag on graduating seniors when they owe money and they should make the student aware of the situation
54. more rapid and timely updates to students on-line information
55. They seem great to me.
56. Cleaner restrooms
57. increase pay for work study students
58. More resources for grants and scholarships for students that don't qualify for federal assistance because of income and academic hours.
59. Being able to receive bill via postal service
60. The key to having successful departments that can act as a whole in a university is COMMUNICATION. There is nothing worse than getting an "I don't know" when your bill is due at 5 and it is 4:15 in the student accounts office.
61. Better Communication
62. Office hours
63. Better help from faculty in some departments!!!

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64. Re-evaluate fees that are applied to on-line students.
65. Less paperwork in order to receive funding
66. More educational activities on how to use ASU ID cards
67. Do not require refunds to be paid to the ONE CARD.
68. None that I am aware of. I don't really deal with that department on a frequent basis.
69. Give me money
70. More open phone lines during peak periods for student accounts
71. The "B" Parking lot, in front of the Rassman building, she not be blocked off. We already don't have enough parking spaces.
72. Location of offices especially to parking
73. more scholarships for drama majors
74. no improvements necessary
75. Less branches for easier use.
76. campus safety
77. Make sure there is plenty of time to contact you.
78. Clean, Clean, and Clean some more. Whatever you can get your hands on.
79. On one or two days a week extend office hours to 6PM
80. Stop sending a bajillion e-mails to people on scholarships... thank you :)
81. extended office hours
82. Encourage people to pay on-line or ahead of time
83. They should respond quicker to emails
84. N/a
85. Get Paid More Than Once A Month
86. Promptness on questions and services
87. Hire one or two more University Police Officers.
88. The Financial Aid office; the people I've spoken to were not friendly nor did they seem that knowledgeable.
89. The people riding in the golf carts could try being a bit more careful and courteous.
90. Fix the lock/card reader system at the door of the third floor of the library.
91. Financial Aide personnel in sync!!!
92. Longer or different office hours to accommodate non-traditional or working students.
93. Office hours (extend them)
94. Be a bit more friendly, you do this everyday but we only try to figure this stuff twice a year sometimes it just doesn't make sense.
95. Other than the students who speed, I think things are good.
96. parking

97. update restrooms in the Academic building
98. I think that there should be more lighting by the UC and Carr Hall
99. Increase timeliness of responses throughout campus among all services offered. Time is money
100. On installment payment dates - I would like to see the closing time at 9:00pm or later, instead of 5:00.
101. from a distance learner's perspective, everything is fine
102. Tell you when your last day to drop a class to get a refund back.
103. quickness of the services
104. Need a tad bit more of a friendly attitude.
105. You need to have posted which teachers can advise students on their registration so students do not have to go ask around to determine which professors or whoever can is qualified to advise them.
106. Closer location
107. Designate someone to answer the phone to direct calls instead of an automatic answering service.
108. None. I am satisfied.
109. knowledge ABOUT FINANCIAL AIDE AND HOW IT WORKS
110. ensure that current students have their financial aid package done, not just the first time students
111. Timely response to questions via e mail
112. Give me money

## **Category -Specific Comments Submitted by Respondents**

(Grammar and spelling within comments is as submitted)

### **Overall F&A Division**

1. Must be doing something right, we are in the black and not the red.
2. Very helpful.
3. Certain areas are very helpful and assist employees while other areas are very weak. At times the very top leadership is inconsistent and allows certain office to circumvent the rules which makes it difficult to perform a job consistently.
4. (Person) has surrounded herself with a great team that is a credit to Angelo State University.
5. Presentations: If there are any, they are not very well advertised. We need presentations regarding accessing information in Banner and our budgets on a regular basis since we have people starting at various times throughout the year. Response: It seems that the timeliness of the response is tied to the person/department making the response. If the person/department is perceived to be of less value then it appears that it takes longer for issues to be resolved. Transparency: Who knows what's going on. There is very little regular communication about changes that affect this division. Collaboration: It is hard to collaborate with people who want to keep things the way they are and are not open to changing processes even for the better just because "we have always done it that way." We have had this survey for several years now and it is very hard to see where our input matters. We still receive the same reasons for not changing the way things are done and it appears that there are "favorite" people and "favorite" departments (true or not this is the perception). Many people are tired of being told to do more with less while other departments get new staff and new monies.
6. Overall, Finance and Administration do a good job. Some departments are better than others...but, overall the service is good.
7. The overall attitude is not one that is helpful, friendly or professional. I would in fact, use the terms cold, uninterested, and even condescending when some staff must deal with "lower" employees.
8. Have not used the service
9. In my opinion, the faculty should be responsible for requesting and completing their own travel request and reimbursements. Changes are made to travel arrangements at the last minute, if the faculty member were responsible for making this changes, there would be less last minute changes. Faculty members departing and arriving times are often not valid, asking a third party to complete this paperwork is costly and untruthful.
10. It would be helpful if several of the departments would beef up the information on their websites - staff contacts are outdated on several pages, and many of the pages directly related to financial information really do not provide much information. The Budget Office page, for example, does not have updated staff information; the Travel page could use an FAQ page, as I'm sure many of the same questions are asked; also, because the Operating Policies are not especially easy to find, I think the departments with specific policies should include a link to the OP Manual page (and reference to the appropriate chapter(s)) on their pages for guidance. Having more info on the pages would encourage greater accountability across campus for policies and procedures related to the departments under Finance & Administration.
11. I have never seen a presentation. I don't see the transparency of the office. I don't think they leave their offices. I question their ability to have an idea about the pulse of the campus if they are responding to information that comes in without venturing outside the confines of their collective offices.
12. We still are not using the community as effectively as possible. I have worked with Goodfellow AFB for years and we could see a much involvement with them.

**Accountas Payable/Travel**

1. Travel, Accounts Payable and Police are located in a very inconvenient location. Purchasing and Accounts payable are typically on top of things, but this semester has been a bit lax.
2. Location is not convenient to my office, staff sometimes demeaning, does not see the logical reason for travel as requested.
3. I believe there should be alternate means of allowing faculty staff travel expenses. TTU allows for fac/staff that can't get the credit card, why can't we? Also - if there is not going to be any allowances made for this, why do we keep getting asked for input? This issue has been made many times prior with no changes being made.
4. The travel department is ridiculous.
5. travel documentation and forms are not user friendly
6. I do not deal w/this dept on a routine basis--but I can vouch for the 2 items indicated above.
7. Promptness has improved greatly over the last few years. Thanks!
8. I simply don't have much contact with this university service and have had no difficulties in dealing with them in the very few instances when we have interacted.
9. Out of date policies implemented without common sense to the detriment of the taxpayer. Please get in line with the 21st century.
10. Travel department is very helpful. They frequently find mistakes that are beneficial to me.
11. Sending paperwork back for one change is very inefficient. Making minor changes with initials should be acceptable by the travel department.
12. Everyone that I have ever dealt with has always been helpful and friendly
13. While I understand the necessity of housing this office at its current location, it is inconvenient to have an office which affects every department at a location which requires driving. I happen to believe that many situations still require a face-to-face meeting.
14. Always willing to work with us!!
15. Would like to see the travel paperwork be placed online.
16. In these tough economic times, we need to look at changing the travel policy so that faculty and staff are not paying up front and waiting on reimbursements. Tech has a policy that allows advances for those faculty or staff members who do not qualify for the travel card. ASU should look at implementing this as well.
17. I am extremely satisfied with personnel; my dissatisfaction comes with state policy and procedures regarding travel; i.e. purchase of airline tickets, purchase of hotel accommodations
18. I do not use these services.

### **Budget Office**

1. Process appears to be open and transparent now, but never has been in the past.
2. They may or may not get back to you on requests. Budget preparation out of some of the offices they supervise is completely out in left field when it comes to keeping people involved - specifically building budgets and that department.
3. Does not realize the need for printed materials for each office.
4. Accounts Payable is slow.
5. (Person) and her office staff are very helpful.
6. Why am I sent to other offices to answer my questions?
7. Many decisions (particularly job titles and salaries) should have been more transparent.
8. Many employees have the perception that this process was very unfair.

### **Bursar**

1. As a faculty member and a student I am very satisfied with this area of University service.
2. These ladies seem to be forever smiling
3. Always helpful and competent.
4. These rating pertain to the Bursar/Student Accounts office.
5. During student payment times seem like they need more cashiers, when asu business needs to be contacted during these periods there are long lines and sometimes cashiers spend too much time visiting with students and a lot of chit chat, I understand they need to be customer friendly but when its busy it needs to be cut a little shorter so they can get people in and out quickly. during the lunch period they don't have a full staff during their busiest times. there have been times when other clerks don't pay much attention to the counter ( this is during the non busy student payment times)
6. I have been known to stand at the counter waiting for help and no one even looks up to help. It is usually when (Person) is gone.
7. Great staff.
8. The staff is always courteous.
9. Very friendly staff! Easy to work with!
10. Very good customer service!
11. The Bursar's office does a great job however a dress code for this office needs to be looked into.
12. Thanks especially to (Person), (Person) and (Person). They are very helpful.
13. There is virtually no students on campus on Friday after noon. It really does not make sense to have all offices open on Friday after noon when students are going out of town, off campus, note taking classes, etc. Longer hours Monday through Thursday with shorter office hours on Friday should be checked into.

### **Contract Administration**

1. Why do we have this office? Was there really a problem before? Now we have another layer of people handling paper, and slowing the process down. The people in the office do their job well, but are they really necessary?
2. I have no contact with the Contract Administration/Materials Management department.
3. I do not deal directly with this department.
4. No contact with this department
5. Makes new contracts complicated and procurement of materials for student use difficult.



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6. The problem with this survey is: 1) the names have all been changed and I'm not certain which one is called by a certain name; 2) satisfied should be placed before somewhat satisfied.
7. This is a new area (Contract Administration) that has not done a very good job of explaining what it is that they do. I do not know where they are located, who is running things, or what they do.
8. Relatively new to grade.
9. Only interaction with this office has been via phone.
10. I haven't had any contact with this office.
11. The staff of the Physical Plant are always helpful and very professional.
12. When new contract policies are implemented, it seems those of us creating the contracts are the last to know of the new policy. Policies on contracts seem to change every term, it could be the information is being stopped somewhere in the chain of command.
13. The contracts have been moving very slowly - I understand this is partially a function of the system office's speed, but it inhibits my ability to work with outside parties in a timely manner. I would recommend that the contract administration office receives some legal training to be able to approve/disapprove most contracts internally, with the option of sending them on to the system of obscure or difficult to interpret clauses.

### **Controller's office**

1. I have no contact with the Controller's Office/Accounting departments.
2. I do not deal with this office directly.
3. Very helpful.
4. Staff has always been very helpful when answering questions.
5. General Training of campus employees is required to keep new employees up to speed.
6. I would like to see this office located near the main administrative offices. I still believe that face-to-face meetings are more productive than e-mails.
7. Again-do not work directly with this office.
8. I'm not sure if this is the department responsible, but I preferred getting printed pay stubs.
9. I do not use this service.
10. The department is located in such a way that it is hard to get to if you need signatures on a "walk through" basis.

### **Facilities Management**

1. The workout room in the CHP is disgusting. I know that we have cleaning crews, but in my opinion, the staff of the UREC department does a very poor job of ensuring the cleanliness of that area. Instead of sitting around, they should be better trained and actually get up and do something.
2. There are days at a time when we have NO custodial services. Toilet tissue is out; paper towels spill onto the floors. To get trash emptied, it must be placed in the hall. I can't tell you when the last time my office was swept. When we finally are assigned a competent custodian, they are moved to other buildings. Poor services.
3. I have never had occasion to deal w/ this dept
4. Custodial got better for a few weeks, but is slipping again. Heat/cool levels still hard to regulate-have to submit work orders and wait. Other than that, this office has improved immensely over the last few years!!

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5. Our buildings never looked worse. I am ashamed to have parents and prospective students visit. The parking lots have trash in them; lights are frequently out across campus for weeks; office areas are left untouched; restrooms are dirty.
6. A strength of this university!
7. Stairwells in Vincent are frequently dirty. Women's restroom on 2nd floor frequently does not have toilet paper in several stalls. Dead bugs in the office hallways.
8. Have to make requests repeatedly to have trash taken out of our offices. Floors are not ever swept unless we request it. Pretty poor service.
9. The custodial services are worse than terrible. Campus buildings remain filthy, even with the new contractor.
10. Re: Custodial care, The downstairs custodial service in the UC is terrible. Upstairs, Delia does a wonderful job. She is the only custodian in the building that does her job, and does it well, with pride and courtesy.
11. The few employees of this branch I've dealt with were positive and helpful.
12. Issues with cleaning, hygiene of rest rooms, normal maintenance such as lights, bathroom toilet seats, door knobs which are loose, entry ways unclean. I feel if personnel are assigned to a building there should be periodic checking on such issues. Also hire enough people to get the job done and leave them to finish the task when started.
13. Horrible mgmt of custodial services and related communication with departments.
14. Steps to fill out the work requests need to be shortened---takes less time to call it in.
15. Much of my frustration with this unit is based on the unacceptable janitorial services. I understand that janitorial services are contracted out, but when we try to obtain improved cleaning services in our building, we receive no support from facilities management. Take a walk around campus and visit a few buildings other than the Administration Building, the UC, and the Junell Center...classrooms and desk/table tops in Rassman are filthy, and an embarrassment to the University, and where do I start with the Academic Building?! Toilet seats in the Library slide around dangerously, lights go too long without replacing, and the carpet in the computer area is nasty. I could go on, but anyone who is interested in this answer should have the general idea by now.
16. The cleaning individual in our particular area is great, but I can't say that for the rest of the building. Most of the facilities people are great...sometimes they are so busy they can't help us out.
17. Custodial staff does not keep our building clean. Each morning it looks like all that was done was trash emptied. They don't even put toilet tissue on the holders in the bathroom stalls. They just put on the back of the toilet. Paper towels are stacked on top of the dispenser instead of inside.
18. We were told to give the new maintenance contractors time to catch up on cleaning of buildings. Ladies restroom is still very bad.
19. Inconsistency with janitorial services. No communication as they come at night, and it is hard to tell if they have been here except some of the trash cans have been emptied. Not all, but some.
20. From our office's point of view, everyone with whom we come in contact is very courteous and professional. Our work requests are handled promptly, and the staff offers good suggestions. Regarding custodial services, we have not had a supervisor check with us since the new company took over. I do appreciate the updated equipment which the company has provided.
21. The custodial services are terrible. As of right now, our office has not had the trash emptied in 4 days (6 including the weekend). The bathrooms are always dirty and I am sure that the custodial people NEVER mop the floors. They are terrible.
22. The new custodial services are found to be lacking in thorough cleaning, timeliness and overall performance. The sidewalks and parking lots need to be assessed for hazardous cracks, potholes and pitfalls. The landscaping is beautiful and it is nice to see more native plants being utilized. I have witnessed a problem with the overall courtesy and professionalism of the Director. Please note that all faculty, staff and students should be treated with equal respect and courtesy. We must present as a team to serve our students effectively. Our students are our primary goal. They are in fact our only reason for being here. We must put their needs and satisfaction above petty "pecking order" issues. "We" are ASU. In order to operate as an effective, healthy community we must be democratic and courteous to all those

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- within and surrounding our team. Everyone from the groundskeeper to our esteemed President should, in my opinion, share this goal. To speak to one as being lowly, even without having merit is certainly not "the ASU way". Let's pull together for the students, not degrade one another!
23. Any services we have needed by facilities in our building have been prompt with the staff member friendly and eager to do a great job.
  24. We have a new cleaning contract. They are working hard to get our buildings back in good shape. I think the workers need more supervision.
  25. The responsiveness of the custodial service is abysmal at best; we are lucky to have our trash taken out 2-3 times a week - no sweeping, mopping, dusting, or other services have been provided in several months.
  26. Where are they located?
  27. We have had ongoing issues with custodial service in our area. Keys not being passed on to new employees. Custodial employees not coming into our area to empty waste baskets.
  28. no interactions with them yet.
  29. (Person) is wonderful to deal with. (Person) and (Person) are great! They whole maintenance staff is very nice and helpful.
  30. The UC is with out a doubt the cleanest bathroom on campus
  31. They don't do next to anything for the computer labs. I mean, they do a great job everywhere else, but the floors are always dirty in the labs, and in general, it's fairly unclean.
  32. (Person) is awesome
  33. If this includes the cleanliness of the buildings, I am definately not satisfied. For one, the library needs a GOOD CLEANING! If you look around any computer, there is a huge buildup of dust, especially on the first floor. This is extreemly bothersome for everyone who suffers from allergies. I think this must be true from the number of people constantly sneezing and coughing. I understand the library is a busy place, but why not have a night cleaning crew come in after hours? When I have see the floors get vaccumed in the library, it has been while I'm trying to do my work and someone is vacuuming at my feet and asking me to scoot my chair back. Also, many classrooms have been neglected of a good sweeping and mopping. At least the trash gets thrown out frequently.

### **Facilities Planning/Construction**

1. Make sure all personnel are on the same page with correct information for each project. Better communication with those affected by the project and concern with keeping all informed who are involved.
2. Inadequate communication internally
3. My impression of this unit is that they THINK they know everything, they don't listen very well, and they communicate abysmally.
4. (Person) needs some more customer service skills, at times seems like its an inconvienece when a question needs answering.
5. This is an office that also think that the rules and guidelines at ASU do not apply to them. They are always the exception and their timely organization of deadlines are ineffective.
6. This process needs to be re-evaluated so that simple project under \$10,000.00 can be conducted without all the paperwork. A project that would take one week now takes six week to four months minimum. Pricing for project has doubled due to the slow processes and time issues. Projects need to speed up.
7. Poor communication and a general lack of cooperation
8. I am prejudiced on this one!!
9. Just try to get a small cubicle or cabinet built! We used to put in a work order. Now it's like a dental visit.
10. Communication with the overall campus community needs to be improved - it does not seem to be an open and transparent process.
11. I haven't had much contact with this office.

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12. .Have not used the service
13. There is a remodel of a classroom #124 in Carr/EFA that has been empty and unable for use the entire Fall term, nothing has been done to this room yet. It appears we will not be able to use it as a classroom for the spring term as well.
14. Not taking projects to their full completion seems to be a continual problem. It's like 80-90% gets done and the department is left to have facilities management finish the job.
15. Where is this office?
16. Our move to a new building was a horrible experience. We moved mid-July and are still dealing with move related issues. The contractor for our move admitted he did not come by our new location to check on progress of construction, erection of movable walls, wiring for phone and data issues, lighting issues, etc. When the Office Coordinator called to ensure the move date was still "a go" with all involved departments such as IT for phones and data lines, none of the departments had been advised of the move date. We were in our new location without phones. We had to borrow wireless cards for our PC's in order to access Outlook. We had to run extension cords to have electrical service. The list goes on. Then when approached about the lack of organization regarding the move, all we received were excuses. A very bad situation.
17. Client should be involved during planning to ensure changes made during construction are kept to a minimum (on ALL construction projects).
18. I have not had occasion to deal w/this dept
19. I do not have direct contact with this department.
20. No communication concerning how budgets are created for project. Surprises everywhere due to the lack of communication. Departments are left to do the follow-up because we don't know what's going on. Sabrina seems to be the one to run the department. (Person) is constantly "out of the office" and not available. Probably the worst experience in construction projects that I've had in 20 years of working with contractors.
21. no interaction with them
22. No knowledge of external communications. Internal, such as to the student is great.
23. How bout we start updating some of the academic buildings????? they need a new look!
24. I am very disappointed that they keep putting off making new parking. The excuse for not making parking is that 'students are being lazy and just want front door service', which is not true. Look around the neighborhoods surrounding ASU and you will find rows after rows of cars parked on the side of the street for a couple blocks because students cannot find enough parking places (this is not front door service, but rather the wrong end of the campus). My question is, how can you keep admitting more and more people and not expand the parking? This needs to be taken into consideration and acted upon quickly, especially since this new lowered standard of entry for ASU to gain more students. The most disappointing thing to me is that we have to pay higher tuition fees, and all I see that our money is going to is new signs and president's office. I certainly haven't seen my money going to anything useful like new technology, lab equipment, or parking. It is time to start increasing the quality of ASU, and not by increasing to prosthetic value.
25. Have not used these services.
26. Most of the people are nice, but there is one rude person..
27. Howdy, (Person). Howdy, (Person).
28. I dont know what that means, the Facilities Planning and Construction Department.
29. I am a resident in Centennial Village. Construction was not completed on time when residents were able to move. The problems with the building itself seem never ending. Since it is a brand new building we did not expect trivial things to be broken within the first week of living in the rooms. The building is still not finished two weeks AFTER the deadline that was told to us that it would be finished. When problems arise with the rooms it takes about three weeks to fix them, whereas when I lived in other dorms they were fixed either the same day they were reported, or the day after. This building was supposed to be finished for the 2007-2008 school year, and it was not. Plenty of time was given to finish the building and it seems as if less than ten people work on it daily. I'm very disappointed in the way this building has turned out. It looks more like hotel with the improper lighting in the hallways. The two-bedroom rooms

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are horribly small compared to other dorms where only two people live. The floor plans put up on the internet were misleading. Many people were disappointed when we were actually able to move in. I feel that the on-going construction is doing more damage rather than good. Residents have had screws/nails lodged in their tires two or three at a time.

30. I have never seen a construction job deadline pushed back so much. I am referring to the new dorms. The Work is very inefficient.
31. More parking is needed before you build numerous buildings with out adequate parking spaces.

### Health Clinic

1. I do wish that the hours for receiving allergy shots were longer, and the accessibility of the office is hard to get to. The entrance is on the opposite side of the parking lot that is right next to it, and you are forced to walk through the grass to make it a short trip, or you have to walk on a very long round about path that takes 5 mins to walk to get to the door. This makes it very difficult when it rains. If possible a short concrete path from the University Health Clinic parking lot, to the front main entrance should be created. It would take up maybe 20 feet and would eliminate walking either through the mud & wet grass when it rains or the long walk that eventually turns into dirt because the sidewalk stops.
2. The parking lot frequently is full. When its 5AM and you wake up with the flu it would be nice if the office would open sooner because every student knows the sooner you feel better the faster you can get caught up. The staff is always very friendly and helpful.
3. Everybody is really helpful
4. No knowledge.
5. The health clininc has no idea what they are doing and are putting more students at risk than helping them. These people are not qualified to give medical advice or medicine.
6. every time i go and visit, the doctors treat me like i am a five year old boy. i would like to be treated like an adult.
7. The health clinic here is very limited compared to those located at other major universities. AS a person who has attended several universities, I was surprised to see such limited accomodations and access to medications. I would not consider it full service and not worth the money we pay in fees.
8. The receptionists and nurses are amazing, one of the doctors is not so nice.
9. Havent used this resource.
10. I have not used, nor needed to use this service yet.
11. Parking is limited.
12. staff is very friendly. pts are seen promptly.
13. I am very pleased that the clinic has weekend hours now. It is very useful. I think that they need to advertise it around campus though because many students are not aware of the weekend hours. Also, the counseling service is excellent.
14. please enforce the "no smoking within 50 feet of entrance" rules.
15. the front staff is extremely helpful, however the NP on duty acts as if nothing is ever wrong and just dismisses you. I have gone to the clinic 3 times this year for convenience and each time she never looks at me more than a minute and tells me to go home and take Tylenol. I then return to my PCP knowing something is wrong with me and each time i have been diagnosing with illness that should not been taken lightly.

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16. Last I checked the counselor was only available during office hours, and not on fridays wouldn't it be more beneficial to the students if the times they could see the counselor were not so limited.
17. Never had to use this service.
18. Out of all of the departments that I have dealt with at ASU, the Health Clinic and the Counseling Department have provided me with the most superb services. The staff in this department is knowledgeable and very helpful. I have used both the services of the Health Clinic as well as the Counseling Department, and I had very positive experiences each time I used these services. This department deserves to be commended for the excellence in care that is provided to ASU students. I would rate this department as the best among all other ASU departments.
19. I put very dissatisfied in two of the questions because one time that I went to the clinic I had a problem that needed to be checked by the Nerves Practitioner. Well, I've been having this problem for like 6 months and all she said was "take Advil and see if that helps.".... yyyyeah. Nevertheless, some nurses were very nice to me.
20. The time that the health clinic is open is somewhat of an issue to me. Also, I have been there three times and two out of the three times they have misdiagnosed my illness. I believe that they know their job, it is just that they are quick to diagnose certain illnesses
21. Once again, as a distance learner I do not use these facilities.
22. I'm distance learning so I don't use this facility
23. I have not had a reason to contact this department.
24. I love the fact that ASU has a health clinic! It's so convenient. :)
25. EVERY TIME I GO TO THE CLINIC I GET ONE OF TWO RESPONSE; IT IS ALLERGIES AND GIVE IT TIME AND IT WILL PASS. VERY UNASSURING!
26. i have not used these services
27. Need a women's health clinic
28. The staff at the health clinic is great! This is my third university and I have never seen better.
29. they treat everything like its allergies, i had mono and they told me it was allergies gave me a pill and some cough drops, 4 weeks later i found out it was mono after being in and out of the hospital for "allergies"
30. I have visited the clinic twice this semester and feel that they do not offer the quality of medical care I need as compared to a "real" doctors office. The staff did not take my symptoms seriously and I was forced to go to another very costly medical clinic. I am forced to pay for clinic services and do not feel like I have gotten my money's worth. I would like the option to not have to pay for the clinic since their services are of no use.
31. Again, it would be nice if there were Saturday hours or if the clinic were open until 6:00. The Clinic, however, needs more money to help finance all of these things. They are one of the most important services I use on campus. It would be nice, also, if for an additional student fee, female students could get birth control and pap smears on campus. At minimum, I would pay 85 dollars for this outside of the campus. I think if we charged all students (or heck, all female students) 40 dollars, it would compensate for this service.
32. Needs more staff that is medical educated
33. I've never needed to go.
34. It depends on which person you get in the clinic. Some are knowledgeable and some are not.

## Human Resources

1. Too many things get sent to HR and held up there. Many are only remotely related to HR. Get this office out of so many things!!!!
2. I placed 3 calls to (Person) over the last year and have NEVER received a call back. This is very disappointing. There is little support for faculty regarding any benefits. No one knows what is happening. The phones ring, and no one answers. My calls always go to answering machines, and no one calls back. I could not do that with my students. This needs to be improved greatly. When I have questions, I need someone who can and will help me. HR needs drastic improvements since they are supposed to be there for us.
3. I especially like the fact that you can write a question and the h.r. representative will respond with an answer. The H.R. department is doing a fantastic job in communicating with the ASU community.
4. Always willing to answer my questions
5. I think it would help if HR provide training to new employees on the websites for medical and dental insurance.
6. Finally full staff, but never know if staff is familiar with issues of our staff.
7. We have had several situations where there have been very long delays in getting responses to inquiries about job classifications.
8. Various times when information needed to be obtained the secretary is not knowledgeable. perhaps more job training.
9. Jessica is very helpful and is knowledgeable about procedures. Some other staff members are difficult to deal with are not knowledgeable about their office even though they have been at ASU for some time.
10. Requests need to have a faster turnaround if not it holds up other offices from performing their duties.
11. It seems that the secretary has NOT been properly trained in all aspects of the job. This staff member does not follow through on questions/requests in a timely manner which makes my job harder. The purchasing procedures/policies are not followed by this office.
12. New evaluation process was implemented without any training for supervisors to evaluate staff. The head of our dept. apologized for my supervisor's ineptitude in evaluating me & others in our area BUT the evaluation was not amended, retracted and, to my knowledge she has not been trained since. I assume evaluations will be handled in the same manner as last year UNLESS she receives proper instruction.
13. (Person) has made some major improvement in the quality of work that comes from HR. Great Job.
14. We need someone who really knows benefits. The solution "to go on line to find the answer" doesn't really help most people. You wonder about the accuracy of the information you receive.
15. The persons working in this office did not know anything about the retirement plan and the way it is processed.
16. Performance evaluation form was really bad, with a spread of points on "satisfactory". Your work is satisfactory or not! Just a way to chisel people out of their raises?
17. I was a new employee and never received any "new staff orientation" or anything. I was surprised. They had me fill out my paperwork and that's it. It was up to me to know/learn about all other entities on campus. At other universities they have new employee orientation at least 4-5 times per year throughout the year to catch those who may start in the middle of a semester. It is also a good opportunity to have the president, provost or some other administration for us to meet and put a name with a face on campus. I have called quite a few times regarding questions and HR just doesn't return the phone call; even the courtesy to tell me if they are researching it or even working on getting an answer for me. Very poor customer relations.
18. I have reservations as to the fortitude of the department seriously address issues concerning Transfer/Promotion opportunities program for classified staff. I see transfer and promotion happening for some, but I do not see it as something openly promoted and controlled.
19. I am not aware of any training programs offered through this office.
20. Training - still waiting for staff continuous training.

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21. Our HR Dept have been very helpful with any questions I have had. They also "work in" new faculty, staff, graduate assistants for orientation with little notice. A check off list of where to go after meeting with HR would be great (one card, parking, Id, etc). I would like to see ASU staff/faculty have a Relay for Life team in May, it is a worthy cause, we could have numerous teams.
22. Need someone to do the filing in the Human Resources Department. Seems very disorganized when someone has to dig through the months of piles of student employee authorization forms in order to find something, when they should just be filed. It's amazing how so little gets done around there when they have so many people, and no longer run payroll out of that office. No one likes to file, but it needs to be done. Makes me wonder what exactly their secretary does
23. What training programs does HR offer????
24. (Person) and staff are doing a great job!
25. It seems like when I call for information it takes them several days to get back to me, if they ever do. Don't seem to understand urgency of some situations.
26. The new HR staff is doing an excellent job - they respond promptly and when they are unsure of answers, they continue to question and search for the answer until it is found. Great customer service skills! Mon,
27. While I realize that the HR has a tiny staff for a university of this size and that they no doubt are hard-working people who want to do good for employees and the university, I really want to pass along two comments. Wish I had a better understanding of the employee benefits and their costs that they would have on my paycheck before I accepted the job and during new employee orientation. Perhaps creating a worksheet showing the dollar amounts of all deductions together would be helpful. Also, although I realize that the retirement plans are somewhat complex, I wish that retirement options were explained in more detail, in layman's terms. Also, I want to point out my disappointment at the way the the salary reclassification was communicated to the employees. Originally we were sent an e-mail explaining the salary reclassification along with a PDF which listed every position and the amount that the position would be paid following the reclassification. That first PDF showed that my position would be reclassified and that I would be gaining a raise with the new job analysis/wage analysis. Shortly thereafter, though, a 'corrected' one sent out to employees and this one showed that the position was not getting a raise. That situation, as you might imagine if you could put yourself in my shoes, was more than a little disappointing.
28. There's a Training Program?
29. Frequent turnover and understaffing makes it difficult

### **Mail Services**

1. Very helpful.
2. The employees in this department have always been available and helpful. I don't think that the counter needs to be open to students for an extensive schedule during holidays because most of their needs are solved by self-service.
3. (Person) may benefit on customer friendly skills, she never SMILES!! rude over the phone.
4. Posting the mail delivery time on RamPort is a good idea. However, when mail is running late it would be nice if they would keep us updated.
5. (Person) is friendly but sometimes the other employees don't seem very happy with their jobs.
6. The new hours are ridiculous. Columbus day, Veteran's day they are there but closed? They need to operate in unison with departmental and student schedules. Surely this schedule can't be cost effective to the University. The Post Office (downtown) is increasingly late in delivering the mail to ASU. This affects the posting of student payments, admissions and financial aid as well as AP/AR.
7. Have not used the service
8. I appreciate the mail room letting us know when the mail is posted in ramport. Very helpful!!!
9. It seems to me training in the US postal rules and rates and how they are calculated is needed.
10. Still getting mail that does not belong to our department. It has gotten better though.



11. the mail staff are always friendly.
12. Need to take credit cards instead of just cash and checks.
13. I do not live on campus
14. Since i live off campus, I have never used these services.
15. Do not use the mail service
16. I do not use this service at all
17. Have not used this service.
18. I dont live on campus so I dont use the mail services
19. There have been several instances were the staff was outright rude and has even lost my mail and/or given it to other people. I have had a package delivered and they gave it to some person who claimed to be me. They are not proffessional at all and I have actually stop using the post office because I can not trust my mail with them.
20. I have never used their services.
21. They should be open on Saturdays

### One Card

1. As both faculty and student I am very pleased with this department's services.
2. I do not like that my university ID card is frequently mistaken for a credit card. This is especially troublesome when I travel and have to show a state ID to get the state rate at a hotel.
3. Very helpful, but need more personnel trained to do ID cards.
4. I have not needed their services in several years.
5. The library needs to be able to scan the OneCard to take fines, Patrons complain on a daily basis because the library staff is not able to use the debit feature of their OneCard. They have a valid complaint, they are told the OneCard is the only card they will need on campus.
6. We would like the ability to deposit money into our account from the internet.
7. Would like a way to review my RamBucks account on line. Would like a way to add money to my account either on my bill or on line.
8. Thank you for (Person). She is always helpful, caring and professional. Please do something about easier deposits, and the unreliable one card atm's.
9. I never have used a card reader on campus.
10. (Person) y does a great job of informing students and staff.
11. I have never used the card readers or Ram Bucks.
12. Very helpful and nice people. They are doing a splendid job!
13. Never received my card- end of semester already
14. The asu one card staff are always helpful
15. Very helpful
16. Havent had any problems with my card
17. I do not even know how to begin to access any of my one card info. I think I got a brochure on it like 3 yrs. ago when it first began. I would kind of like to see more info. provided as to how to access my card/ services??
18. I NEVER received my ASU One Card
19. I have only been in this department when I was issued the card. They were a wonderful group of individuals. Other than that, I do not utilize the card.
20. Every one was very courteous and helpful to this (at the time) computer-ignorant individual.

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21. The card reader to the third floor entrance of the library never works properly when the library itself is closed, even for students who are supposed to be allowed access. UPD has said it will no longer send officers to unlock the doors. This problem should have been fixed a year and a half ago, yet in spite of a number of complaints, it has not been. FIX IT NOW, PLEASE.
22. Everyone in the OneCard office is always helpful and energetic. I've always enjoyed going in for help with my card.
23. REPLACEMENT CARDS ARE WAY TO EXPENSIVE
24. Great group

### **Payroll**

1. I do not have direct contact with this department.
2. The pay date system should be assessed. If the first of the month falls on Saturday then we should be paid on Friday, not Monday (which would be the third). With the amount of online bill pay and automatic account withdrawals, not getting paid until the third can cause major problems.
3. One of the best offices on campus.
4. The negative dealings with this office far outweigh the positive ones.
5. Very helpful.
6. The staff does not seem to know their jobs and they are not cross trained. The comment that they are short staffed has run its course. Many offices are campus are short staffed and are still able to operate. Many times the employees in this office are standing around talking and surfing the internet.
7. The staff needs training on how to deal with people. It's hard to believe that this department has time to be on internet or balance their check book during business hours.
8. It is difficult to keep track of Vacation/Sick time because time is now always posted in the same month that leave is used. It seems that the system used @ ASU is outdated, cumbersome and inaccurate. I have worked at other state agencies and the timekeeping was posted daily/weekly/monthly so vacation/leave time is accurately reported at the end/beginning of each month.
9. (Person) seen very knowledgeable but when she's gone the process slows down.
10. I would like to return to the printed pay stub.
11. There needs to be more training for the front line staff. I find it very disconcerting that the staff was not trained on basic processes prior to one person going on extended leave.
12. The Payroll Services department is always very helpful and always provides prompt service.
13. Going paperless is wise
14. More prompt entry of employee data during hiring process to facilitate business processes that are dependent on this information being entered.
15. No contact with.
16. Do not work on campus
17. Haven't dealt with them
18. I do not use this service
19. I do not use these services.
20. Is there anyway to get paid on the first AND the fifteenth?

### **Print Shop**

1. I do not have direct contact with this department.
2. (Person) and staff are the best.
3. This department has a super staff. They always deliver over and above expectations!
4. Great job ---they need more man power
5. (Person) does a great job!!

6. This office is always nice and courtesy.
7. This office is very busy yet Henry and his staff is alway friendly.
8. (Person), (Person) and their staff do a wonderful job and they always go out of their way to get any rush printing jobs done. They are greatly appreciated.
9. These guys always do great work.
10. They do a great job with the amount of staff they have compared to the volume of requests. They take great pride in doing a job well. Keep buying them new equipment.
11. The print shop staff has always been extremely helpful, prompt, courteous and knowledgeable. Kudos to Henry and his staff for an extremely good job!
12. Print shop requisitions should be an on-line function.
13. (Person) and (Person) are always more than helpful in any situation, and go out of their way to help out whenever possible! They are great!
14. I think the print shop could be competitive with other office supply company's in San Angelo.
15. (Person) and (Person) go out of their way to get a job done in a timely manner. They are great!

### **Property Management**

1. I do not have direct contact with this department.
2. Always in good humor
3. (Person) is very prompt with salvage and helpful when we have questions.
4. Those of us responsible for our dept inventory are the last to know when property is moved to another office or location. There should be some type of guideline/written policy that the faculty/staff member assigned to the equipment be responsible for the inventory of the item until it is transferred to another faculty/staff member. Computers and equipment are moved all over our building and very hard to track down come inventory time.
5. Who are they, where are they and what do they do?

### **Public Safety**

1. There isn't a feel of police presence at night. The dorms are pretty much free-for-all. There was a long horn in the dorms! That is not okay! How did no one notice that!
2. Overall, the police department is not seen as "faculty friendly" at all.
3. The area where the UC and Carr EFA empties out to Shamrock is a hazard. People do not stop and it creates a bottleneck. It is dangerous but there is seldom a police officer anywhere around. When they are there, they are so obvious everyone stops!
4. Each officer should know the location of unviersity offices.
5. The campus Police are a pleasure to work with. (Person) does a great job responding to campus needs.
6. (Person) runs a good ship.
7. I will say that the officers on campus are very friendly, but the office staff can be quite rude and unhelpful.
8. These officers are always prompt and helpful. We do have issues with auto vandalism. The officers are to be commended, however, on the care of faculty, staff and student safety.
9. I appreciated the chance to watch the shots fired video, it had safety issues I have never thought of.
10. There are too many C and B stickers parking in the lot at the Rassman Building not allowing the A

parking permits any spaces.

11. Some officers need to spend more time on Physical Fitness. I think I could outrun most of them. Although I like the Campus Alert Program, I think there could be more crime prevention education provided.
12. As a female one campus it is a big deal to feel safe while on campus. While there hasn't been news of any major crimes on campus, it worries me how badly lit some of the areas are, and the lack of safety alarm buttons located around campus. When I did have an issue it was nice to have an officer come to my apt off campus and speak to me.
13. Very little contact with.
14. I am an RA on campus and last night we had what appeared to be a break-in to a room. Officer E. Rodriguez came to the scene and arrived extremely quickly and handled the situation extremely well. The officers have always been outstanding as it comes to response and the way they handle the situation.
15. I have taken several night classes and I have never seen any campus police around after dark. I do not feel safe on campus after dark at all. There needs to be more safety boxes and better lighting between buildings.
16. They should be able to take money for the parking tickets at all times. There needs to be more security walking among students on campus during the day. People on bicycles are nearly running people over and forcing pedestrians to take a dive for the grass.
17. They are not always there for the parking when the roads are blocked because other students just sit in one spot waiting for a parking spot. They are impeding traffic and it is a general danger to everyone.
18. Since the Police station location has changed I hardly ever see a police officer in a parking lot, after dark, or enforcing parking situations.
19. We are all not criminals so don't treat us like we are one. I think a bit of respect for the individual goes along way.
20. I worry about the students who speed on the road by Academic Building. They are only supposed to be going 20 mph but they exceed this on regular basis. With curves and speed, accident waiting to happen.
21. If there are tickets to be made especially in no parking areas...please make sure the sign is visible to all and not covered by bushes!
22. distance learner so most do not apply, however, presence on the web site is handy and informational
23. Nicest officers out of the 3 universities I have attended.
24. I hate that the office is not on campus. I think that is ridiculous and not safe. as a female, I want to know that if I am getting attacked that the officers can be there quickly and I don't feel they can be being so far away. also, the parking is horrible and officers are giving tickets to students parked wrong or what not and since the first day of school there are 2 trucks parked in B parking and they have stickers and they park there every single day and have yet to receive a ticket.
25. I'm glad that the UPD put a stop to students lining up and waiting for parking spots to become available.

## **Purchasing**

1. Any purchases I may need go through my dept head first--thus I do not deal w/Purchasing directly
2. I do not have direct contact with this office.
3. (Person) is always pleasant and helpful.
4. The staff in the Purchasing Office has been a great help to us. They guide us through complicated issues and help us whenever possible.
5. (Person) and her staff do a great job of helping their customers work out problems that arise with unique purchases. Keep up the good customer service.
6. (Person) is the clerk that is most helpful, she will always go above and beyond the call of duty. when going into the office some clerks are playing in internet.

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7. Many employees in this office spend time surfing the internet and playing games. If certain information is missing on a requisition and you call them they are not willing to go the extra mile. Some employees are unfriendly and difficult to talk to.
8. I can't tell you how many times I have walked in to the dept. to follow up on a po and they are playing games in the internet. (Person) needs to be more friendly and not make you feel that you have interrupted what every she is doing.
9. I have gone into this office many times and found the staff surfing the internet or playing solitaire on the computer.
10. Yearly one hour training about general purchasing guidelines would go a long ways in dealing with some frustrations with purchasing issues.
11. The on-line purchase from West Office Supply and Concho Business Solutions is GREAT!!!!!!
12. Have not used the service
13. When making calls to the purchasing department, the person answering the phone and researching my problem is more often than not, unfriendly and seemed to be "bothered" by my question.
14. Great groups of ladies to work with. Always concerned that they are taking care of whatever questions I might have.

### **Residential Programs**

1. The only thing i have to say about my room assignment is it doesn't have the privacy that i need.
2. Too expensive for such a small space.....especially when you have had 3 roommates! The refund does not compensate!
3. Residential life, need to update their policies.for example is a girl is pregnant then she should be able to leave the dorms. and have to suffer harsh look and ridicule, from the other girls
4. Honestly, everyone in the office is great except (Person). She is extremely rude, which is very unprofessional. I have not met a single person who has had a positive experience with her. If you don't like students, you shouldn't be working at a university!
5. I had filled out the online form in which I had to select the things that I liked and the things that I disliked so that I could have a roommate whose company I could enjoy. I ended up with somebody that that doesn't have any thing in common with me, for example the temperature of the room is always a problem. Anyway, the reason that I picked that roommate was the Lottery's fault. What I mean is that I "saw" how all rooms in Texan were being assigned and I was about to be left out and I didn't want to be left out so I got scared and picked a random room before all the rooms were gone. Afterwards, I contacted the Residence Office and they told me that "the lottery would have taken place anyway" up to this date I am still confused on how it would have taken place with no rooms available. My point is if I had been told what they told me I wouldn't have ended up where I am.
6. Does not apply to me

### **Risk Management**

1. Certain project were not completed as outlined . This office seems to think they do not have to follow the rules that apply to the rest of the campus. If they want something for their area and they are told no, they just to go the VP. Dates for deadline seems to change without informing the campus of those changes.
2. The response to an injury is very slow and not very professional when they laugh because you fall was injured.
3. It is hard to get answers in a timely manner from the director of this department.
4. I hope that through Risk Management we can do something about the pebble sidewalks. They are a

hazard. The black decorative raised border near the stairwell in the Cavness Building is really dangerous. On one day I know of two people who stumbled over it.

5. I was not even aware that we had Emergency response training and planning. Do they exist?
6. I'm not sure of this question whether it pertains to my area on campus. I have never heard of any hazardous materials in my area that I need to be concerned with.
7. Have not used the service
8. Many hazards such as icy, slippery walks, other walkway hazards, hazardous chemical and other university safety issues are ignored even when properly and promptly reported.
9. I didn't know a training program exists... Why would you put the Risk Management Department in the basement, unless you didn't want anyone to find them.
10. I have not had any interface with this department

### **Special Events**

1. Special Events is getting so many responsibilities that it is becoming more difficult to expect the right equipment in the right place at the right time. We have always managed to get it done, but sometimes not until minutes before the program.
2. I have no contact with these departments.
3. (Person) was especially helpful with my activity card purchase.
4. Special events folks are slow to respond to questions and requests for space.
5. (Person) is ALWAYS VERY professional and helpful. He does a great job! Some of the people in the office don't know their jobs, or are not capable of doing an accurate job of cooperating with those planning an event.
6. Everyone is in good humor when I see them even when they are tired
7. Personnel does not have a big picture of the whole operation concerning reservations, etc.
8. These rating pertain to the Special Events Office.
9. Many of the workers in Special Events are very nice and helpful. However, there are some who are basically incompetent.
10. The worst issue in this area is the delay in confirming room reservations. We have had multiple occasions where it has taken several days to reserve a room for a 30-minute meeting. We have also had multiple cases where we had a room confirmed and then were told that the room was reserved in error because the reservationist misread the screen. With all of the staff that has been hired in this area and with all of the software that has been purchased, we expect better service. Supervision from the top seems to be lacking and inattentive.
11. The last few events I have planned in the University Center, and provided specific details of how I wanted the event to run, the staff did not satisfy all details, causing us (the event sponsors) to "scramble" at the last minute to make sure the event was successful, even though the Event Manager assured me several times that everything I requested would be taken care of. Would appreciate a closer attention to detail on important events. Thank you.
12. Exceptional staff.
13. I have noticed a decline in customer service, and the process of reserving rooms seems to be more cumbersome now than previously. On more than one occasion, rooms have been doublebooked. Sometimes the staff is courteous; sometimes they are not. Oftentimes, it is difficult to get in touch with the professionals.
14. Ticket office should set up in UC for staff/faculty ticket sales.
15. (Person) is very rude and not professional at all.

16. The room reservation calendar needs to be on-line, real time, so that users can view what rooms are free before making a reservation. The current process is clunky, and requires a phone call before a room use request is submitted.
17. There were new forms posted on ramport, but not on the special events website. A brief instructional meeting on the new procedures would have been greatly appreciated. I do not mind using an updated/new form, I just need to be informed there are new/updated forms and easy to access.
18. (Person) is awesome! She is always very helpful and courteous. I can always hear a smile in her voice when I talk to her. Mon,

### **Special Projects**

1. I do not have direct contact with this office.
2. Didn't know they existed
3. I didn't know we had one of these. Therefore, it is very hard to evaluate. I guess that means they are not doing a very good job if we don't know they exist!
4. I don't know what this department is or what it is supposed to do.
5. I don't even know where this office is located.
6. Great job getting projects up and going. We're moving so quickly with Institutional Planning that we might consider slowing down to see what we can do to support ACADEMIC PLANNING.
7. I have no idea what the Special Projects Office is...
8. Never heard of this department.
9. Have not used the service
10. Where are they and what do they do? What's a special Project?
11. I have not had any interaction with this department.

### **University Recreation**

1. Needs to be open earlier. Doesn't need to be open during the holidays, and if they are open during the holidays the student staff should be paid more, because the whole university is supposed to be closed so the students can go home and spend time with their family.
2. I have not yet had the opportunity to use this service. I do not know where to find more information about it.
3. I do not use these services.
4. Doesn't apply to me
5. I am speaking strictly to intermurals. I have only played soccer and typically I know more about the game than the refs. A better training program would really help.
6. The fields are some of the worst I've seen. You are going to pay either way, whether it is field maintenance or medical bills. Fix the fields, please!!

## CUSTOMER SERVICE STANDARDS

Listed below are the Customer Service expectations for all Finance and Administration staff.. This includes full time, part time, and contract staff members.

- **Every person that you interface as a part of your job is an important customer.** This includes but is not limited to students, employees of ASU or other institutions, industry clients, vendors, and the visitors who walk in or call without an appointment. Customer service is your top priority.
- **All staff will demonstrate a “can-do” attitude.** The most important customer service situations may involve a task or service that is not a part of your normal duties. The expectation is that all staff will either assist the customer as needed or will immediately request assistance from someone who is able to successfully render the service(s) needed.
- **Telephone calls and emails will be answered promptly in a professional manner.** The expectation is that a call or email will be answered immediately, even if the issue requires additional thought or research. If you cannot answer the question immediately, contact the sender anyway, assure them that you get them an answer, and give them a timeline. All emails will be checked for grammar and spelling mistakes, and will include your signature block (name, title, organization, and telephone). When answering the telephone, identify yourself immediately in a pleasant voice and immediately set a tone of “what can I do for you?”.
- **All potential conflict situations will be resolved in a win-win manner.** Our goal is to provide customer service, not to demonstrate superiority or win an argument. Every effort will be made to defuse a potentially adversarial situation as quickly as possible.
- **Professionalism will be demonstrated in all situations.** This includes how we interface with co-workers and clients, written and verbal communications, and how we dress for specific situations such as special events or key meetings.
- **Look for ways to improve customer service.** You may encounter situations where see opportunities to improve how we service our clients. Discuss these situations with other staff, and implement improvements if they will improve the level of customer service.
- **The overall goal is to maintain and improve our reputation for providing the best possible customer service.** We want every customer (internal and external) to leave feeling that they were well treated by an intelligent, proactive, and caring administrative support staff.