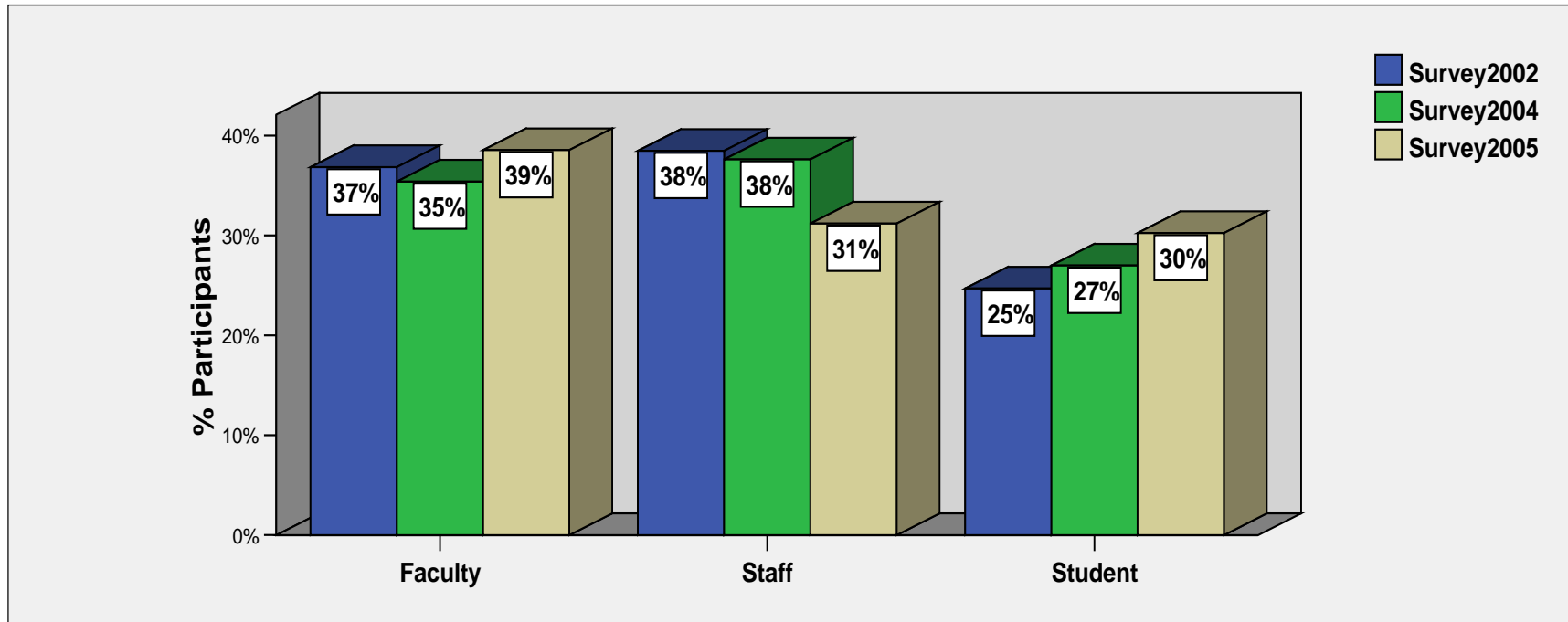


## Computing Service Customer Services Survey Results

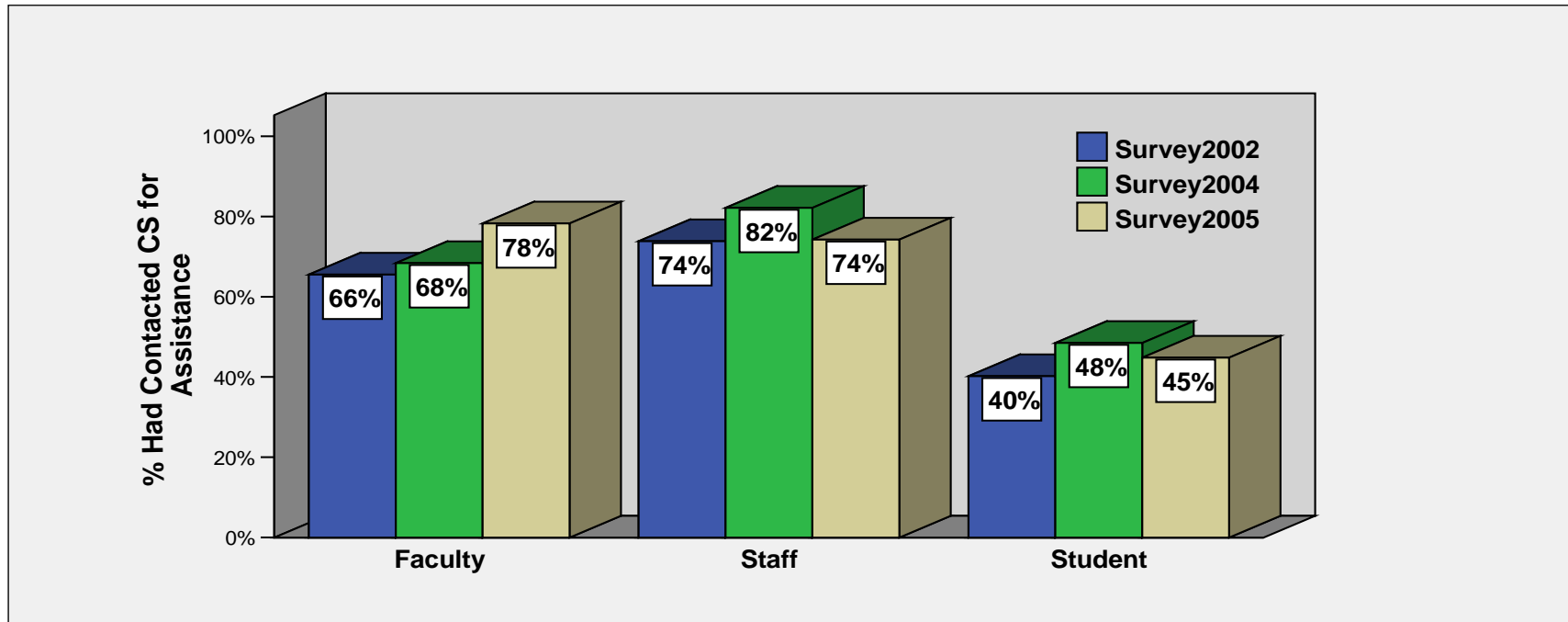
The Computing Services Customer Satisfaction Survey is a longitudinal project for monitoring quality of provided services, examining services needing improvement, and trend of needs from University customers. Three surveys were conducted on fall 2002, spring 2004, and fall 2005. The brief results were reported in 2 reports because of different survey questionnaires and measurement scales. The margin of error is plus or minus 3 percent.

### Demographics of Survey Participants

		Classification			Total
		Faculty	Staff	Student	
Survey2002	Count	497	519	333	1349
	% within survey	36.8%	38.5%	24.7%	100.0%
Survey2004	Count	303	322	231	856
	% within survey	35.4%	37.6%	27.0%	100.0%
Survey2005	Count	566	458	444	1468
	% within survey	38.6%	31.2%	30.2%	100.0%
Total	Count	1366	1299	1008	3673
	% within survey	37.2%	35.4%	27.4%	100.0%



## General Information



## Survey 2002 Result Summary

**Survey 2002 - Quality of Services**

<b>Classification</b>		<b>Computing Services' staff is respectful toward me*</b>	<b>How Well CS staff meets my needs**</b>	<b>I am satisfied with the service I receive from Computing Services***</b>	<b>Overall, CS is doing a good job****</b>
<b>Faculty</b>	<b>Mean</b>	<b>4.64</b>	<b>4.32</b>	<b>3.97</b>	<b>4.09</b>
	<b>N</b>	<b>289</b>	<b>281</b>	<b>275</b>	<b>278</b>
	<b>Std. Deviation</b>	<b>.684</b>	<b>.920</b>	<b>.771</b>	<b>.854</b>
<b>Staff</b>	<b>Mean</b>	<b>4.54</b>	<b>4.34</b>	<b>3.99</b>	<b>4.22</b>
	<b>N</b>	<b>356</b>	<b>352</b>	<b>347</b>	<b>348</b>
	<b>Std. Deviation</b>	<b>.763</b>	<b>.868</b>	<b>.801</b>	<b>.842</b>
<b>Student</b>	<b>Mean</b>	<b>4.50</b>	<b>4.15</b>	<b>3.92</b>	<b>4.06</b>
	<b>N</b>	<b>121</b>	<b>119</b>	<b>118</b>	<b>118</b>
	<b>Std. Deviation</b>	<b>.797</b>	<b>1.102</b>	<b>.839</b>	<b>.909</b>
<b>Total</b>	<b>Mean</b>	<b>4.57</b>	<b>4.30</b>	<b>3.97</b>	<b>4.15</b>
	<b>N</b>	<b>766</b>	<b>752</b>	<b>740</b>	<b>744</b>
	<b>Std. Deviation</b>	<b>.741</b>	<b>.929</b>	<b>.795</b>	<b>.859</b>

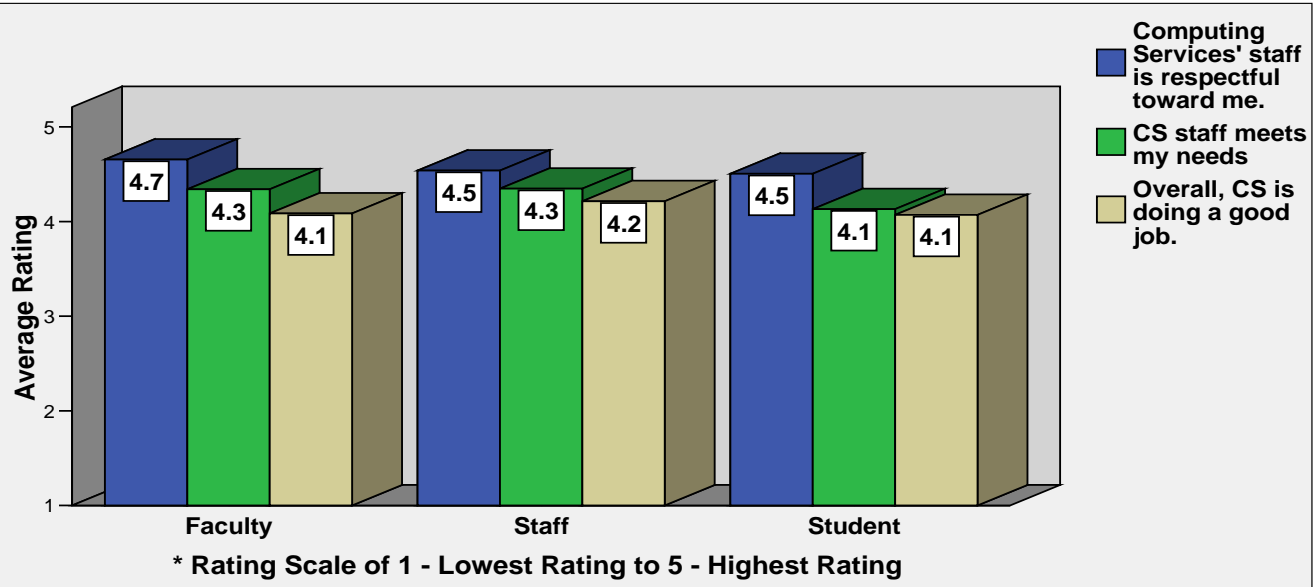
**Rating Scale:**

\* 1 - Very Disrespectful ... 5 – Very Respectful

\*\* 1 - Very Poorly ... 5 - Very Well

\*\*\* 1 - Very Dissatisfied ... 5 - Very Satisfied

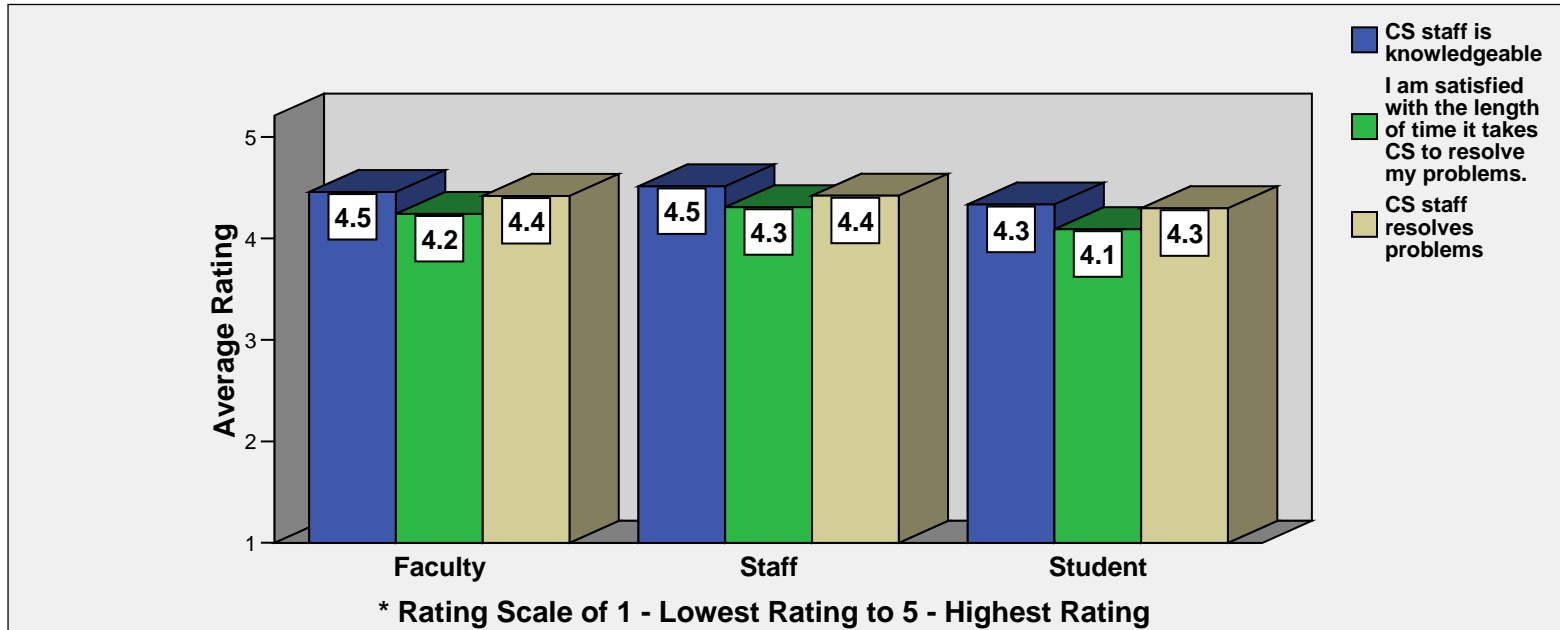
\*\*\*\* 1- Poor Job ... 5 - Excellent Job



Survey 2002 - Problem Solving

Classification		CS staff is knowledgeable	CS staff followed through with commitments they made	I am satisfied with the length of time it takes CS to resolve my problems.	While addressing my problems, there is no difference between what the staff says and their actions.	CS staff resolves problems
Faculty	Mean	4.43	4.21	4.26	4.46	4.39
	N	283	232	238	232	279
	Std. Deviation	.824	.985	1.038	.743	.894
Staff	Mean	4.51	4.12	4.31	4.51	4.42
	N	356	294	321	319	352
	Std. Deviation	.760	1.005	1.013	.780	.896
Student	Mean	4.34	3.95	4.10	4.41	4.30
	N	121	97	112	111	120
	Std. Deviation	.862	1.004	1.237	.868	1.074
Total	Mean	4.46	4.12	4.25	4.48	4.39
	N	760	623	671	662	751
	Std. Deviation	.802	1.000	1.063	.783	.926

Rating Scale: 1 - Strongly Disagree ... 5 - Strongly Agree

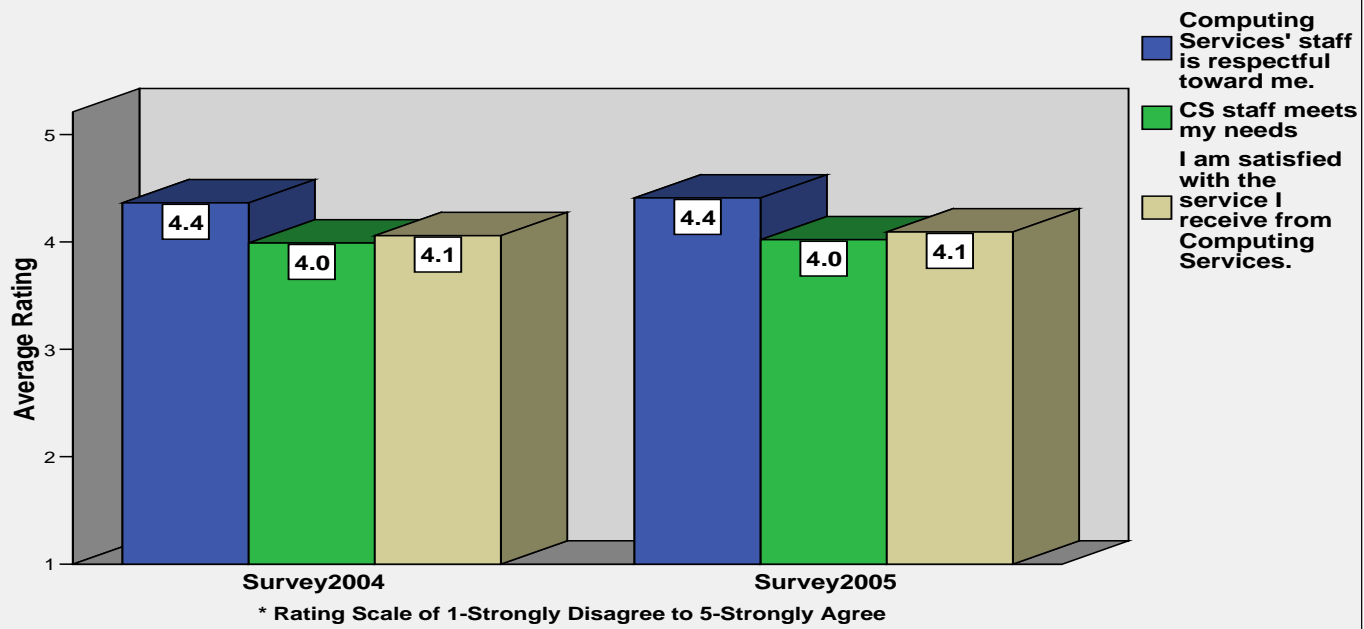


## Survey 2004 and Survey 2005 Result Summary

**Survey 2004 & Survey 2005 - Quality of Services**

			<b>Computing Services' staff is respectful toward me.</b>	<b>CS staff meets my needs</b>	<b>I am satisfied with the service I receive from Computing Services.</b>	<b>Overall, CS is doing a good job.</b>	<b>I would recommend CS to others for their computer support needs.</b>
<b>Survey 2004</b>	<b>Faculty</b>	<b>Mean</b>	<b>4.42</b>	<b>3.98</b>	<b>4.10</b>	<b>4.00</b>	<b>4.17</b>
		<b>N</b>	<b>210</b>	<b>206</b>	<b>206</b>	<b>296</b>	<b>206</b>
		<b>Std. Deviation</b>	<b>.624</b>	<b>.921</b>	<b>.875</b>	<b>.819</b>	<b>.808</b>
	<b>Staff</b>	<b>Mean</b>	<b>4.38</b>	<b>4.03</b>	<b>4.08</b>	<b>4.12</b>	<b>4.12</b>
		<b>N</b>	<b>266</b>	<b>263</b>	<b>264</b>	<b>316</b>	<b>264</b>
		<b>Std. Deviation</b>	<b>.640</b>	<b>.778</b>	<b>.788</b>	<b>.720</b>	<b>.800</b>
	<b>Student</b>	<b>Mean</b>	<b>4.17</b>	<b>3.90</b>	<b>3.94</b>	<b>3.92</b>	<b>3.99</b>
		<b>N</b>	<b>123</b>	<b>119</b>	<b>119</b>	<b>222</b>	<b>118</b>
		<b>Std. Deviation</b>	<b>.698</b>	<b>.896</b>	<b>.886</b>	<b>.839</b>	<b>.938</b>
	<b>Total</b>	<b>Mean</b>	<b>4.35</b>	<b>3.99</b>	<b>4.06</b>	<b>4.03</b>	<b>4.11</b>
		<b>N</b>	<b>599</b>	<b>588</b>	<b>589</b>	<b>834</b>	<b>588</b>
		<b>Std. Deviation</b>	<b>.652</b>	<b>.855</b>	<b>.840</b>	<b>.792</b>	<b>.833</b>
<b>Survey 2005</b>	<b>Faculty</b>	<b>Mean</b>	<b>4.43</b>	<b>4.11</b>	<b>4.15</b>	<b>4.13</b>	<b>4.19</b>
		<b>N</b>	<b>441</b>	<b>441</b>	<b>439</b>	<b>564</b>	<b>442</b>
		<b>Std. Deviation</b>	<b>.640</b>	<b>.708</b>	<b>.751</b>	<b>.681</b>	<b>.720</b>
	<b>Staff</b>	<b>Mean</b>	<b>4.47</b>	<b>4.02</b>	<b>4.12</b>	<b>4.05</b>	<b>4.12</b>
		<b>N</b>	<b>338</b>	<b>339</b>	<b>337</b>	<b>457</b>	<b>340</b>
		<b>Std. Deviation</b>	<b>.663</b>	<b>.826</b>	<b>.835</b>	<b>.812</b>	<b>.811</b>
	<b>Student</b>	<b>Mean</b>	<b>4.26</b>	<b>3.80</b>	<b>3.90</b>	<b>3.87</b>	<b>3.94</b>
		<b>N</b>	<b>199</b>	<b>197</b>	<b>197</b>	<b>443</b>	<b>199</b>
		<b>Std. Deviation</b>	<b>.818</b>	<b>.989</b>	<b>1.003</b>	<b>.798</b>	<b>.973</b>
	<b>Total</b>	<b>Mean</b>	<b>4.41</b>	<b>4.02</b>	<b>4.09</b>	<b>4.03</b>	<b>4.11</b>
		<b>N</b>	<b>978</b>	<b>977</b>	<b>973</b>	<b>1464</b>	<b>981</b>
		<b>Std. Deviation</b>	<b>.691</b>	<b>.820</b>	<b>.841</b>	<b>.767</b>	<b>.813</b>

Rating Scale: 1 - Strongly Disagree ... 5 - Strongly Agree



**Survey 2004 & Survey 2006 - Problem Solving**

			CS staff is knowledgeable	CS staff followed through with commitments they made	I am satisfied with the length of time it takes CS to resolve my problems.	While addressing my problems, there is no difference between what the staff says and their actions.	CS staff resolves problems
Survey 2004	Faculty	Mean	4.18	3.82	3.86	3.97	4.09
		N	205	199	151	149	206
		Std. Deviation	.685	.929	1.046	.937	.792
	Staff	Mean	4.19	3.92	3.80	4.00	4.08
		N	264	259	217	215	265
		Std. Deviation	.681	.872	.978	.817	.772
	Student	Mean	4.18	3.62	3.61	3.91	3.97
		N	119	117	89	88	119
		Std. Deviation	.747	.908	1.040	.811	.882
	Total	Mean	4.18	3.82	3.78	3.97	4.06
		N	588	575	457	452	590
		Std. Deviation	.695	.905	1.015	.856	.802
Survey 2005	Faculty	Mean	4.29	3.86	4.07	4.10	4.14
		N	443	440	356	359	443
		Std. Deviation	.651	.859	.777	.769	.713
	Staff	Mean	4.26	3.79	3.92	4.15	4.09
		N	337	333	283	282	340
		Std. Deviation	.676	.941	.962	.746	.842
	Student	Mean	4.10	3.58	3.76	3.91	3.90
		N	197	198	140	141	196
		Std. Deviation	.818	.951	1.168	.940	.953
	Total	Mean	4.24	3.78	3.96	4.08	4.08
		N	977	971	779	782	979
		Std. Deviation	.699	.912	.932	.798	.815

Rating Scale: 1 - Strongly Disagree ... 5 - Strongly Agree

