

ATCS Service Measurement - Year 08-09

Page: Affiliation

Q10 - Frequency		Question ID: 8673
Radio Button List		ElementID: 14583
How often do you use ATCS services?		
		Response Percent Response Count
R025 Weekly		21.28% 30
Monthly		26.24% 37
Once or twice each semester		39.01% 55
Rarely		9.93% 14
		Viewed Question 141
		Answered Question 96.45% 136
		Skipped Question 3.55% 5

Q11 - Method		Question ID: 8674
CheckBox List		ElementID: 14584
What primary method did you use to contact the staff?		
		Response Percent Response Count
R026 By telephone		39.01% 55
R027 In person		33.33% 47
R028 Via e-mail		76.6% 108
R029 R030 Other: (please specify)		3.55% 5
		Viewed Question 141
		Answered Question 95.74% 135
		Skipped Question 4.26% 6

Q12 - Timeliness		Question ID: 8675
Radio Button List		ElementID: 14585
Was your request handled promptly?		
		Response Percent Response Count
R031 Yes		94.33% 133
No		0.71% 1
N/A		0.71% 1
		Viewed Question 141
		Answered Question 95.74% 135
		Skipped Question 4.26% 6

Q13 - Quality		Question ID: 8677
Radio Button List		ElementID: 14587
What was the quality of service or information you received?		
		Response Percent Response Count
R032		
Excellent		88.65% 125
Good		4.26% 6
Average		0% 0
Poor		0.71% 1
		Viewed Question 141
		Answered Question 93.62% 132
		Skipped Question 6.38% 9

Q14 - Courtesy		Question ID: 8678
Radio Button List		ElementID: 14588
The person(s) who assisted you or provided the information was courteous and responsive to your needs.		
		Response Percent Response Count
R033		
Strongly agree		93.62% 132
Agree		2.13% 3
Disagree		0% 0
Strongly disagree		0% 0
No opinion		0.71% 1
		Viewed Question 141
		Answered Question 96.45% 136
		Skipped Question 3.55% 5

Q15 - Knowledge		Question ID: 8679
Radio Button List		ElementID: 14589
The person(s) who assisted you or provided information was knowledgeable in the area of your request.		
		Response Percent Response Count
R034		
Strongly agree		87.94% 124
Agree		7.8% 11
Disagree		0.71% 1
Strongly disagree		0% 0
No opinion		0% 0
		Viewed Question 141
		Answered Question 96.45% 136
		Skipped Question 3.55% 5

Q16 - Clarity		Question ID: 8680
Radio Button List		ElementID: 14590
The information you received was clear and easy to understand.		
		Response Percent Response Count
R035		
Strongly agree		82.98% 117
Agree		11.35% 16
Disagree		0.71% 1
Strongly disagree		0.71% 1
No opinion		0% 0
		Viewed Question 141
		Answered Question 95.74% 135
		Skipped Question 4.26% 6

Q17 - Overall Satisfaction		Question ID: 8681
Radio Button List		ElementID: 14591
Indicate the overall level of our customer service.		
		Response Percent Response Count
R036		
Excellent		92.2% 130
Good		2.13% 3
Average		0.71% 1
Poor		0.71% 1
		Viewed Question 141
		Answered Question 95.74% 135
		Skipped Question 4.26% 6

Q21 - Future Requests		Question ID: 8702
Radio Button List		ElementID: 14647
In the future, if you needed assistance with developing course materials, would you use our services to help you?		
		Response Percent Response Count
R040		
Absolutely		85.11% 120
Probably		3.55% 5
Maybe		0.71% 1
Don't know		2.84% 4
No		0% 0
		Viewed Question 141
		Answered Question 92.2% 130
		Skipped Question 7.8% 11