

Q5\_1:Administrative Office Administrative Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Timely Service</b>						
Very satisfied	52	62.65%	39	60.00%	91	61.49%
Satisfied	29	34.94%	22	33.85%	51	34.46%
Dissatisfied		0.00%	2	3.08%	2	1.35%
Very dissatisfied	2	2.41%	2	3.08%	4	2.70%
<b>Grand Total</b>	<b>83</b>	<b>100.00%</b>	<b>65</b>	<b>100.00%</b>	<b>148</b>	<b>100.00%</b>

Q5\_1:Administrative Office Administrative Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Professional &amp; Collaborative</b>						
Very satisfied	54	64.29%	44	66.67%	98	65.33%
Satisfied	28	33.33%	16	24.24%	44	29.33%
Dissatisfied		0.00%	4	6.06%	4	2.67%
Very dissatisfied	2	2.38%	2	3.03%	4	2.67%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>	<b>66</b>	<b>100.00%</b>	<b>150</b>	<b>100.00%</b>

Q5\_1:Administrative Office Administrative Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Knowledge &amp; Expertise</b>						
Very satisfied	53	63.10%	48	73.85%	101	67.79%
Satisfied	29	34.52%	12	18.46%	41	27.52%
Dissatisfied		0.00%	4	6.15%	4	2.68%
Very dissatisfied	2	2.38%	1	1.54%	3	2.01%
<b>Grand Total</b>	<b>84</b>	<b>100.00%</b>	<b>65</b>	<b>100.00%</b>	<b>149</b>	<b>100.00%</b>

Q5\_1:Administrative Office Administrative Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Scheduling/Meeting Coordination</b>						
Very satisfied	47	58.75%	33	51.56%	80	55.56%

Satisfied	32	40.00%	24	37.50%	56	38.89%
Dissatisfied		0.00%	7	10.94%	7	4.86%
Very dissatisfied	1	1.25%		0.00%	1	0.69%
<b>Grand Total</b>	<b>80</b>	<b>100.00%</b>	<b>64</b>	<b>100.00%</b>	<b>144</b>	<b>100.00%</b>

Q5\_1:Administrative Office      Administrative Office

Document Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	34	43.59%	29	46.77%	63	45.00%
Satisfied	39	50.00%	26	41.94%	65	46.43%
Dissatisfied	3	3.85%	5	8.06%	8	5.71%
Very dissatisfied	2	2.56%	2	3.23%	4	2.86%
<b>Grand Total</b>	<b>78</b>	<b>100.00%</b>	<b>62</b>	<b>100.00%</b>	<b>140</b>	<b>100.00%</b>

Q5\_1:Administrative Office      Administrative Office

Approved Driver Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	43	55.13%	38	60.32%	81	57.45%
Satisfied	32	41.03%	19	30.16%	51	36.17%
Dissatisfied	2	2.56%	5	7.94%	7	4.96%
Very dissatisfied	1	1.28%	1	1.59%	2	1.42%
<b>Grand Total</b>	<b>78</b>	<b>100.00%</b>	<b>63</b>	<b>100.00%</b>	<b>141</b>	<b>100.00%</b>

Q5\_1:Administrative Office      Administrative Office

Signature Authority Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	33	42.31%	30	50.00%	63	45.65%
Satisfied	35	44.87%	24	40.00%	59	42.75%
Dissatisfied	8	10.26%	4	6.67%	12	8.70%
Very dissatisfied	2	2.56%	2	3.33%	4	2.90%
<b>Grand Total</b>	<b>78</b>	<b>100.00%</b>	<b>60</b>	<b>100.00%</b>	<b>138</b>	<b>100.00%</b>

Q5\_2:Budget Office Budget Office

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	41	63.08%	35	62.50%	76	62.81%
Satisfied	22	33.85%	18	32.14%	40	33.06%
Dissatisfied	1	1.54%	2	3.57%	3	2.48%
Very dissatisfied	1	1.54%	1	1.79%	2	1.65%
<b>Grand Total</b>	<b>65</b>	<b>100.00%</b>	<b>56</b>	<b>100.00%</b>	<b>121</b>	<b>100.00%</b>

Q5\_2:Budget Office Budget Office

Professional & Collaborative	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	49	74.24%	39	69.64%	88	72.13%
Satisfied	15	22.73%	13	23.21%	28	22.95%
Dissatisfied	1	1.52%	3	5.36%	4	3.28%
Very dissatisfied	1	1.52%	1	1.79%	2	1.64%
<b>Grand Total</b>	<b>66</b>	<b>100.00%</b>	<b>56</b>	<b>100.00%</b>	<b>122</b>	<b>100.00%</b>

Q5\_2:Budget Office Budget Office

Knowledge & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	48	73.85%	40	71.43%	88	72.73%
Satisfied	16	24.62%	13	23.21%	29	23.97%
Dissatisfied		0.00%	2	3.57%	2	1.65%
Very dissatisfied	1	1.54%	1	1.79%	2	1.65%
<b>Grand Total</b>	<b>65</b>	<b>100.00%</b>	<b>56</b>	<b>100.00%</b>	<b>121</b>	<b>100.00%</b>

Q5\_2:Budget Office Budget Office

Annual Budget Request Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	33	52.38%	28	50.00%	61	51.26%

Satisfied	22	34.92%	16	28.57%	38	31.93%
Dissatisfied	6	9.52%	11	19.64%	17	14.29%
Very dissatisfied	2	3.17%	1	1.79%	3	2.52%
<b>Grand Total</b>	<b>63</b>	<b>100.00%</b>	<b>56</b>	<b>100.00%</b>	<b>119</b>	<b>100.00%</b>

Q5\_2:Budget Office      Budget Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Monthly Budget Monitorir						
Very satisfied	30	46.88%	35	62.50%	65	54.17%
Satisfied	28	43.75%	13	23.21%	41	34.17%
Dissatisfied	4	6.25%	6	10.71%	10	8.33%
Very dissatisfied	2	3.13%	2	3.57%	4	3.33%
<b>Grand Total</b>	<b>64</b>	<b>100.00%</b>	<b>56</b>	<b>100.00%</b>	<b>120</b>	<b>100.00%</b>

Q5\_2:Budget Office      Budget Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Budget Reporting Process						
Very satisfied	27	44.26%	27	50.00%	54	46.96%
Satisfied	29	47.54%	21	38.89%	50	43.48%
Dissatisfied	4	6.56%	5	9.26%	9	7.83%
Very dissatisfied	1	1.64%	1	1.85%	2	1.74%
<b>Grand Total</b>	<b>61</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>115</b>	<b>100.00%</b>

Q5\_2:Budget Office      Budget Office

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Insurance Matters						
Very satisfied	26	35.62%	21	32.31%	47	34.06%
Satisfied	26	35.62%	23	35.38%	49	35.51%
Dissatisfied	4	5.48%	4	6.15%	8	5.80%
Very dissatisfied	1	1.37%	1	1.54%	2	1.45%
(blank)	16	21.92%	16	24.62%	32	23.19%
<b>Grand Total</b>	<b>73</b>	<b>100.00%</b>	<b>65</b>	<b>100.00%</b>	<b>138</b>	<b>100.00%</b>

Q5\_2:Budget Office      Budget Office

Self-service Module	Year		Total number	Total percent
	2018			
	number	percent		
Very satisfied	26	50.98%	26	50.98%
Satisfied	19	37.25%	19	37.25%
Dissatisfied	6	11.76%	6	11.76%
<b>Grand Total</b>	<b>51</b>	<b>100.00%</b>	<b>51</b>	<b>100.00%</b>

Q5\_3:Contracting & Procurement Contracting & Procurement

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	27	43.55%	35	64.81%	62	53.45%
Satisfied	27	43.55%	15	27.78%	42	36.21%
Dissatisfied	8	12.90%	4	7.41%	12	10.34%
<b>Grand Total</b>	<b>62</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>116</b>	<b>100.00%</b>

Q5\_3:Contracting & Procurement Contracting & Procurement

Professionalism & Collaboration	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	29	46.77%	31	57.41%	60	51.72%
Satisfied	22	35.48%	17	31.48%	39	33.62%
Dissatisfied	10	16.13%	6	11.11%	16	13.79%
Very dissatisfied	1	1.61%		0.00%	1	0.86%
<b>Grand Total</b>	<b>62</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>116</b>	<b>100.00%</b>

Q5\_3:Contracting & Procurement Contracting & Procurement

Knowledge & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	32	51.61%	35	64.81%	67	57.76%
Satisfied	19	30.65%	16	29.63%	35	30.17%
Dissatisfied	11	17.74%	3	5.56%	14	12.07%
<b>Grand Total</b>	<b>62</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>116</b>	<b>100.00%</b>

Q5\_3:Contracting & Procurement Contracting & Procurement

Procurement Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	24	40.00%	32	59.26%	56	49.12%
Satisfied	24	40.00%	20	37.04%	44	38.60%
Dissatisfied	10	16.67%	2	3.70%	12	10.53%
Very dissatisfied	2	3.33%		0.00%	2	1.75%

<b>Grand Total</b>	<b>60</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>114</b>	<b>100.00%</b>
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Q5\_3:Contracting & Procurement      Contracting & Procurement

Contracting Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	22	38.60%	25	47.17%	47	42.73%
Satisfied	24	42.11%	25	47.17%	49	44.55%
Dissatisfied	8	14.04%	2	3.77%	10	9.09%
Very dissatisfied	3	5.26%	1	1.89%	4	3.64%
<b>Grand Total</b>	<b>57</b>	<b>100.00%</b>	<b>53</b>	<b>100.00%</b>	<b>110</b>	<b>100.00%</b>

Q5\_3:Contracting & Procurement      Contracting & Procurement

RFP/RFI/Bid Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	22	39.29%	17	36.17%	39	37.86%
Satisfied	25	44.64%	28	59.57%	53	51.46%
Dissatisfied	8	14.29%	2	4.26%	10	9.71%
Very dissatisfied	1	1.79%		0.00%	1	0.97%
<b>Grand Total</b>	<b>56</b>	<b>100.00%</b>	<b>47</b>	<b>100.00%</b>	<b>103</b>	<b>100.00%</b>

Q5\_3:Contracting & Procurement      Contracting & Procurement

Property Disposal Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	24	42.86%	20	40.00%	44	41.51%
Satisfied	24	42.86%	27	54.00%	51	48.11%
Dissatisfied	7	12.50%	3	6.00%	10	9.43%
Very dissatisfied	1	1.79%		0.00%	1	0.94%
<b>Grand Total</b>	<b>56</b>	<b>100.00%</b>	<b>50</b>	<b>100.00%</b>	<b>106</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Timely Service						
Very satisfied	43	55.84%	39	70.91%	82	62.12%
Satisfied	25	32.47%	12	21.82%	37	28.03%
Dissatisfied	9	11.69%	3	5.45%	12	9.09%
Very dissatisfied		0.00%	1	1.82%	1	0.76%
<b>Grand Total</b>	<b>77</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>132</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Professionalism \$ Collaboration						
Very satisfied	50	65.79%	40	72.73%	90	68.70%
Satisfied	17	22.37%	10	18.18%	27	20.61%
Dissatisfied	7	9.21%	4	7.27%	11	8.40%
Very dissatisfied	2	2.63%	1	1.82%	3	2.29%
<b>Grand Total</b>	<b>76</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>131</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Knowledge & Expertise						
Very satisfied	48	62.34%	36	66.67%	84	64.12%
Satisfied	23	29.87%	13	24.07%	36	27.48%
Dissatisfied	5	6.49%	5	9.26%	10	7.63%
Very dissatisfied	1	1.30%		0.00%	1	0.76%
<b>Grand Total</b>	<b>77</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>131</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Safety Monitoring/Patrol						
Very satisfied	39	51.32%	36	66.67%	75	57.69%



Satisfied	23	30.26%	14	25.93%	37	28.46%
Dissatisfied	12	15.79%	2	3.70%	14	10.77%
Very dissatisfied	2	2.63%	2	3.70%	4	3.08%
<b>Grand Total</b>	<b>76</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>130</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Service Assistance						
Very satisfied	38	51.35%	37	71.15%	75	59.52%
Satisfied	29	39.19%	9	17.31%	38	30.16%
Dissatisfied	4	5.41%	5	9.62%	9	7.14%
Very dissatisfied	3	4.05%	1	1.92%	4	3.17%
<b>Grand Total</b>	<b>74</b>	<b>100.00%</b>	<b>52</b>	<b>100.00%</b>	<b>126</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Emergency Response Planning						
Very satisfied	32	42.11%	28	54.90%	60	47.24%
Satisfied	25	32.89%	15	29.41%	40	31.50%
Dissatisfied	13	17.11%	5	9.80%	18	14.17%
Very dissatisfied	6	7.89%	3	5.88%	9	7.09%
<b>Grand Total</b>	<b>76</b>	<b>100.00%</b>	<b>51</b>	<b>100.00%</b>	<b>127</b>	<b>100.00%</b>

Q5\_4:Campus Safety      Campus Safety

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Safety Training						
Very satisfied	22	30.14%	30	57.69%	52	41.60%
Satisfied	32	43.84%	11	21.15%	43	34.40%
Dissatisfied	13	17.81%	8	15.38%	21	16.80%
Very dissatisfied	6	8.22%	3	5.77%	9	7.20%
<b>Grand Total</b>	<b>73</b>	<b>100.00%</b>	<b>52</b>	<b>100.00%</b>	<b>125</b>	<b>100.00%</b>

Q5\_5:Child Discovery Center Child Discovery Center

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	7	28.00%	8	61.54%	15	39.47%
Satisfied	17	68.00%	5	38.46%	22	57.89%
Dissatisfied	1	4.00%		0.00%	1	2.63%
<b>Grand Total</b>	<b>25</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>

Q5\_5:Child Discovery Center Child Discovery Center

Professionalism & Collaboration	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	8	32.00%	9	64.29%	17	43.59%
Satisfied	13	52.00%	5	35.71%	18	46.15%
Dissatisfied	3	12.00%		0.00%	3	7.69%
Very dissatisfied	1	4.00%		0.00%	1	2.56%
<b>Grand Total</b>	<b>25</b>	<b>100.00%</b>	<b>14</b>	<b>100.00%</b>	<b>39</b>	<b>100.00%</b>

Q5\_5:Child Discovery Center Child Discovery Center

Knowledge & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	9	34.62%	9	75.00%	18	47.37%
Satisfied	14	53.85%	3	25.00%	17	44.74%
Dissatisfied	3	11.54%		0.00%	3	7.89%
<b>Grand Total</b>	<b>26</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>

Q5\_5:Child Discovery Center Child Discovery Center

Educational Programs	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	10	40.00%	9	69.23%	19	50.00%
Satisfied	13	52.00%	4	30.77%	17	44.74%
Dissatisfied	2	8.00%		0.00%	2	5.26%

<b>Grand Total</b>	<b>25</b>	<b>100.00%</b>	<b>13</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>
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Q5\_5:Child Discovery Center      Child Discovery Center

Academic Observaions/Practicum	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	7	28.00%	6	50.00%	13	35.14%
Satisfied	14	56.00%	6	50.00%	20	54.05%
Dissatisfied	3	12.00%		0.00%	3	8.11%
Very dissatisfied	1	4.00%		0.00%	1	2.70%
<b>Grand Total</b>	<b>25</b>	<b>100.00%</b>	<b>12</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>

Q5\_5:Child Discovery Center      Child Discovery Center

Tuition Pricing	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	5	19.23%	5	35.71%	10	25.00%
Satisfied	12	46.15%	5	35.71%	17	42.50%
Dissatisfied	6	23.08%	3	21.43%	9	22.50%
Very dissatisfied	3	11.54%	1	7.14%	4	10.00%
<b>Grand Total</b>	<b>26</b>	<b>100.00%</b>	<b>14</b>	<b>100.00%</b>	<b>40</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	52	71.23%	42	73.68%	94	72.31%
Satisfied	20	27.40%	15	26.32%	35	26.92%
Dissatisfied	1	1.37%		0.00%	1	0.77%
<b>Grand Total</b>	<b>73</b>	<b>100.00%</b>	<b>57</b>	<b>100.00%</b>	<b>130</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

Professionalism & Collabor	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	51	68.92%	44	77.19%	95	72.52%
Satisfied	17	22.97%	8	14.04%	25	19.08%
Dissatisfied	6	8.11%	3	5.26%	9	6.87%
Very dissatisfied		0.00%	2	3.51%	2	1.53%
<b>Grand Total</b>	<b>74</b>	<b>100.00%</b>	<b>57</b>	<b>100.00%</b>	<b>131</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

Knowledger & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	48	66.67%	41	71.93%	89	68.99%
Satisfied	18	25.00%	15	26.32%	33	25.58%
Dissatisfied	5	6.94%		0.00%	5	3.88%
Very dissatisfied	1	1.39%	1	1.75%	2	1.55%
<b>Grand Total</b>	<b>72</b>	<b>100.00%</b>	<b>57</b>	<b>100.00%</b>	<b>129</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

UMB P-Card Web Interface	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	19	30.65%	15	32.61%	34	31.48%
Satisfied	28	45.16%	19	41.30%	47	43.52%
Dissatisfied	10	16.13%	9	19.57%	19	17.59%

Very dissatisfied	5	8.06%	3	6.52%	8	7.41%
<b>Grand Total</b>	<b>62</b>	<b>100.00%</b>	<b>46</b>	<b>100.00%</b>	<b>108</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

P-Card Cardholder Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	23	36.51%	20	43.48%	43	39.45%
Satisfied	33	52.38%	17	36.96%	50	45.87%
Dissatisfied	4	6.35%	7	15.22%	11	10.09%
Very dissatisfied	3	4.76%	2	4.35%	5	4.59%
<b>Grand Total</b>	<b>63</b>	<b>100.00%</b>	<b>46</b>	<b>100.00%</b>	<b>109</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

P-Card Approver Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	24	37.50%	19	42.22%	43	39.45%
Satisfied	32	50.00%	17	37.78%	49	44.95%
Dissatisfied	4	6.25%	7	15.56%	11	10.09%
Very dissatisfied	4	6.25%	2	4.44%	6	5.50%
<b>Grand Total</b>	<b>64</b>	<b>100.00%</b>	<b>45</b>	<b>100.00%</b>	<b>109</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

Travel Request Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	27	39.71%	23	41.82%	50	40.65%
Satisfied	23	33.82%	18	32.73%	41	33.33%
Dissatisfied	15	22.06%	9	16.36%	24	19.51%
Very dissatisfied	3	4.41%	5	9.09%	8	6.50%
<b>Grand Total</b>	<b>68</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>123</b>	<b>100.00%</b>

Q6\_1:Accounts Payable    Accounts Payable

Year
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Travel Reimbursement Pro	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	37	55.22%	27	50.94%	64	53.33%
Satisfied	26	38.81%	22	41.51%	48	40.00%
Dissatisfied	3	4.48%	4	7.55%	7	5.83%
Very dissatisfied	1	1.49%		0.00%	1	0.83%
<b>Grand Total</b>	<b>67</b>	<b>100.00%</b>	<b>53</b>	<b>100.00%</b>	<b>120</b>	<b>100.00%</b>

Q6\_1:Accounts Payable      Accounts Payable

Service to Vendors	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	37	55.22%	25	53.19%	62	54.39%
Satisfied	27	40.30%	20	42.55%	47	41.23%
Dissatisfied	1	1.49%	1	2.13%	2	1.75%
Very dissatisfied	2	2.99%	1	2.13%	3	2.63%
<b>Grand Total</b>	<b>67</b>	<b>100.00%</b>	<b>47</b>	<b>100.00%</b>	<b>114</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable      Accounts Receivable

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	35	62.50%	29	69.05%	64	65.31%
Satisfied	19	33.93%	12	28.57%	31	31.63%
Dissatisfied	1	1.79%	1	2.38%	2	2.04%
Very dissatisfied	1	1.79%		0.00%	1	1.02%
<b>Grand Total</b>	<b>56</b>	<b>100.00%</b>	<b>42</b>	<b>100.00%</b>	<b>98</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable      Accounts Receivable

Professionalism & Collaborati	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	33	60.00%	30	71.43%	63	64.95%
Satisfied	19	34.55%	9	21.43%	28	28.87%
Dissatisfied	2	3.64%	1	2.38%	3	3.09%
Very dissatisfied	1	1.82%	2	4.76%	3	3.09%
<b>Grand Total</b>	<b>55</b>	<b>100.00%</b>	<b>42</b>	<b>100.00%</b>	<b>97</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable      Accounts Receivable

Knowledge & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	33	60.00%	29	69.05%	62	63.92%
Satisfied	19	34.55%	12	28.57%	31	31.96%
Dissatisfied	2	3.64%	1	2.38%	3	3.09%
Very dissatisfied	1	1.82%		0.00%	1	1.03%
<b>Grand Total</b>	<b>55</b>	<b>100.00%</b>	<b>42</b>	<b>100.00%</b>	<b>97</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable      Accounts Receivable

Tuition Billing Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	22	45.83%	19	51.35%	41	48.24%
Satisfied	24	50.00%	17	45.95%	41	48.24%

Dissatisfied	1	2.08%		0.00%	1	1.18%
Very dissatisfied	1	2.08%	1	2.70%	2	2.35%
<b>Grand Total</b>	<b>48</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>85</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable Accounts Receivable

Account Collections Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	21	45.65%	17	50.00%	38	47.50%
Satisfied	22	47.83%	16	47.06%	38	47.50%
Dissatisfied	2	4.35%	1	2.94%	3	3.75%
Very dissatisfied	1	2.17%		0.00%	1	1.25%
<b>Grand Total</b>	<b>46</b>	<b>100.00%</b>	<b>34</b>	<b>100.00%</b>	<b>80</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable Accounts Receivable

Account Payment Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	26	53.06%	22	59.46%	48	55.81%
Satisfied	22	44.90%	14	37.84%	36	41.86%
Dissatisfied	1	2.04%	1	2.70%	2	2.33%
<b>Grand Total</b>	<b>49</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>86</b>	<b>100.00%</b>

Q6\_2:Accounts Receivable Accounts Receivable

Invoicing Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	23	46.00%	18	47.37%	41	46.59%
Satisfied	25	50.00%	18	47.37%	43	48.86%
Dissatisfied	1	2.00%	2	5.26%	3	3.41%
Very dissatisfied	1	2.00%		0.00%	1	1.14%
<b>Grand Total</b>	<b>50</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>88</b>	<b>100.00%</b>



## Q6\_3:Financial Reporting/Compliance

## Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Timely Service						
Very satisfied	28	65.12%	17	58.62%	45	62.50%
Satisfied	14	32.56%	11	37.93%	25	34.72%
Dissatisfied		0.00%	1	3.45%	1	1.39%
Very dissatisfied	1	2.33%		0.00%	1	1.39%
<b>Grand Total</b>	<b>43</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>72</b>	<b>100.00%</b>

## Q6\_3:Financial Reporting/Compliance

## Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Professionalism & Collaboration						
Very satisfied	31	70.45%	19	65.52%	50	68.49%
Satisfied	12	27.27%	9	31.03%	21	28.77%
Dissatisfied		0.00%	1	3.45%	1	1.37%
Very dissatisfied	1	2.27%		0.00%	1	1.37%
<b>Grand Total</b>	<b>44</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>73</b>	<b>100.00%</b>

## Q6\_3:Financial Reporting/Compliance

## Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Knowledge & Expertise						
Very satisfied	30	68.18%	19	65.52%	49	67.12%
Satisfied	12	27.27%	9	31.03%	21	28.77%
Dissatisfied	1	2.27%		0.00%	1	1.37%
Very dissatisfied	1	2.27%	1	3.45%	2	2.74%
<b>Grand Total</b>	<b>44</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>73</b>	<b>100.00%</b>

## Q6\_3:Financial Reporting/Compliance

## Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Internal Control Measures/Processes						
Very satisfied	21	51.22%	14	48.28%	35	50.00%
Satisfied	19	46.34%	14	48.28%	33	47.14%
Very dissatisfied	1	2.44%	1	3.45%	2	2.86%
<b>Grand Total</b>	<b>41</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>70</b>	<b>100.00%</b>

## Q6\_3:Financial Reporting/Compliance

## Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Audit Processes						
Very satisfied	21	53.85%	15	51.72%	36	52.94%

Satisfied	17	43.59%	12	41.38%	29	42.65%
Dissatisfied		0.00%	2	6.90%	2	2.94%
Very dissatisfied	1	2.56%		0.00%	1	1.47%
<b>Grand Total</b>	<b>39</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>68</b>	<b>100.00%</b>

Q6\_3:Financial Reporting/Compliance      Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Grant/Spopnsor Billing Processes						
Very satisfied	21	55.26%	13	44.83%	34	50.75%
Satisfied	15	39.47%	13	44.83%	28	41.79%
Dissatisfied		0.00%	2	6.90%	2	2.99%
Very dissatisfied	2	5.26%	1	3.45%	3	4.48%
<b>Grand Total</b>	<b>38</b>	<b>100.00%</b>	<b>29</b>	<b>100.00%</b>	<b>67</b>	<b>100.00%</b>

Q6\_3:Financial Reporting/Compliance      Financial Reporting/Compliance

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Awarded Funds Management Processes						
Very satisfied	20	52.63%	14	50.00%	34	51.52%
Satisfied	16	42.11%	11	39.29%	27	40.91%
Dissatisfied	1	2.63%	3	10.71%	4	6.06%
Very dissatisfied	1	2.63%		0.00%	1	1.52%
<b>Grand Total</b>	<b>38</b>	<b>100.00%</b>	<b>28</b>	<b>100.00%</b>	<b>66</b>	<b>100.00%</b>

## Q6\_4:Payroll Services

## Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Timely Service						
Very satisfied	54	69.23%	49	76.56%	103	72.54%
Satisfied	21	26.92%	12	18.75%	33	23.24%
Dissatisfied	3	3.85%	2	3.13%	5	3.52%
Very dissatisfied		0.00%	1	1.56%	1	0.70%
<b>Grand Total</b>	<b>78</b>	<b>100.00%</b>	<b>64</b>	<b>100.00%</b>	<b>142</b>	<b>100.00%</b>

## Q6\_4:Payroll Services

## Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Professionalism & Collaboration						
Very satisfied	52	66.67%	47	74.60%	99	70.21%
Satisfied	22	28.21%	14	22.22%	36	25.53%
Dissatisfied	3	3.85%	1	1.59%	4	2.84%
Very dissatisfied	1	1.28%	1	1.59%	2	1.42%
<b>Grand Total</b>	<b>78</b>	<b>100.00%</b>	<b>63</b>	<b>100.00%</b>	<b>141</b>	<b>100.00%</b>

## Q6\_4:Payroll Services

## Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Knowledge & Expertise						
Very satisfied	53	69.74%	48	77.42%	101	73.19%
Satisfied	20	26.32%	13	20.97%	33	23.91%
Dissatisfied	3	3.95%	1	1.61%	4	2.90%
<b>Grand Total</b>	<b>76</b>	<b>100.00%</b>	<b>62</b>	<b>100.00%</b>	<b>138</b>	<b>100.00%</b>

## Q6\_4:Payroll Services

## Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Recording/Reporting of Pay						
Very satisfied	49	62.82%	46	73.02%	95	67.38%
Satisfied	21	26.92%	15	23.81%	36	25.53%
Dissatisfied	8	10.26%	1	1.59%	9	6.38%

Very dissatisfied		0.00%	1	1.59%	1	0.71%
<b>Grand Total</b>	<b>78</b>	<b>100.00%</b>	<b>63</b>	<b>100.00%</b>	<b>141</b>	<b>100.00%</b>

Q6\_4:Payroll Services Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Issuance of Pay						
Very satisfied	58	73.42%	48	77.42%	106	75.18%
Satisfied	17	21.52%	13	20.97%	30	21.28%
Dissatisfied	4	5.06%	1	1.61%	5	3.55%
<b>Grand Total</b>	<b>79</b>	<b>100.00%</b>	<b>62</b>	<b>100.00%</b>	<b>141</b>	<b>100.00%</b>

Q6\_4:Payroll Services Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Time Clock - Clocking In/Out						
Very satisfied	36	49.32%	33	61.11%	69	54.33%
Satisfied	31	42.47%	17	31.48%	48	37.80%
Dissatisfied	4	5.48%	3	5.56%	7	5.51%
Very dissatisfied	2	2.74%	1	1.85%	3	2.36%
<b>Grand Total</b>	<b>73</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>127</b>	<b>100.00%</b>

Q6\_4:Payroll Services Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Time Clock - Requesting Leave						
Very satisfied	36	49.32%	40	65.57%	76	56.72%
Satisfied	31	42.47%	20	32.79%	51	38.06%
Dissatisfied	5	6.85%		0.00%	5	3.73%
Very dissatisfied	1	1.37%	1	1.64%	2	1.49%
<b>Grand Total</b>	<b>73</b>	<b>100.00%</b>	<b>61</b>	<b>100.00%</b>	<b>134</b>	<b>100.00%</b>

Q6\_4:Payroll Services Payroll Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		

Time Clock - Approving Leave	number	percent	number	percent		
Very satisfied	35	48.61%	37	61.67%	72	54.55%
Satisfied	33	45.83%	21	35.00%	54	40.91%
Dissatisfied	3	4.17%	1	1.67%	4	3.03%
Very dissatisfied	1	1.39%	1	1.67%	2	1.52%
<b>Grand Total</b>	<b>72</b>	<b>100.00%</b>	<b>60</b>	<b>100.00%</b>	<b>132</b>	<b>100.00%</b>

Q6\_4:Payroll Services                      Payroll Services

	Year				Total number	Total percent
	2017		2018			
Issuance of Manual Checks	number	percent	number	percent		
Very satisfied	37	56.92%	32	62.75%	69	59.48%
Satisfied	26	40.00%	19	37.25%	45	38.79%
Dissatisfied	2	3.08%		0.00%	2	1.72%
<b>Grand Total</b>	<b>65</b>	<b>100.00%</b>	<b>51</b>	<b>100.00%</b>	<b>116</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	19	41.30%	23	56.10%	42	48.28%
Satisfied	24	52.17%	13	31.71%	37	42.53%
Dissatisfied	3	6.52%	5	12.20%	8	9.20%
<b>Grand Total</b>	<b>46</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>87</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Professionalism & Collaboration	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	22	47.83%	27	65.85%	49	56.32%
Satisfied	21	45.65%	9	21.95%	30	34.48%
Dissatisfied	3	6.52%	5	12.20%	8	9.20%
<b>Grand Total</b>	<b>46</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>87</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Knowledge & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	24	52.17%	27	67.50%	51	59.30%
Satisfied	21	45.65%	13	32.50%	34	39.53%
Dissatisfied	1	2.17%		0.00%	1	1.16%
<b>Grand Total</b>	<b>46</b>	<b>100.00%</b>	<b>40</b>	<b>100.00%</b>	<b>86</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Capital Construction Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	17	38.64%	17	44.74%	34	41.46%
Satisfied	21	47.73%	18	47.37%	39	47.56%
Dissatisfied	5	11.36%	3	7.89%	8	9.76%

Very dissatisfied	1	2.27%		0.00%	1	1.22%
<b>Grand Total</b>	<b>44</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>82</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Renovation Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	18	40.00%	15	38.46%	33	39.29%
Satisfied	18	40.00%	21	53.85%	39	46.43%
Dissatisfied	7	15.56%	3	7.69%	10	11.90%
Very dissatisfied	2	4.44%		0.00%	2	2.38%
<b>Grand Total</b>	<b>45</b>	<b>100.00%</b>	<b>39</b>	<b>100.00%</b>	<b>84</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Key Authorization Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	15	33.33%	10	26.32%	25	30.12%
Satisfied	21	46.67%	19	50.00%	40	48.19%
Dissatisfied	8	17.78%	7	18.42%	15	18.07%
Very dissatisfied	1	2.22%	2	5.26%	3	3.61%
<b>Grand Total</b>	<b>45</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>83</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Key Distribution/Management Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	15	33.33%	11	28.95%	26	31.33%
Satisfied	20	44.44%	15	39.47%	35	42.17%
Dissatisfied	9	20.00%	10	26.32%	19	22.89%
Very dissatisfied	1	2.22%	2	5.26%	3	3.61%
<b>Grand Total</b>	<b>45</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>83</b>	<b>100.00%</b>

Q7\_1:Campus Support                      Campus Support

Year
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Regulatory Compliance Processes	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	13	30.95%	15	39.47%	28	35.00%
Satisfied	26	61.90%	22	57.89%	48	60.00%
Dissatisfied	3	7.14%	1	2.63%	4	5.00%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>80</b>	<b>100.00%</b>



Q7\_2:Custodial Services Custodial Services

		Year				Total	Total
		2017		2018		number	percent
Timely Service	number	percent	number	percent			
Very satisfied	35	50.72%	35	63.64%	70	56.45%	
Satisfied	27	39.13%	17	30.91%	44	35.48%	
Dissatisfied	7	10.14%	3	5.45%	10	8.06%	
<b>Grand Total</b>	<b>69</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>124</b>	<b>100.00%</b>	

Q7\_2:Custodial Services Custodial Services

		Year				Total	Total
		2017		2018		number	percent
Professionalism & Collaborat	number	percent	number	percent			
Very satisfied	40	57.14%	36	65.45%	76	60.80%	
Satisfied	24	34.29%	14	25.45%	38	30.40%	
Dissatisfied	5	7.14%	4	7.27%	9	7.20%	
Very dissatisfied	1	1.43%	1	1.82%	2	1.60%	
<b>Grand Total</b>	<b>70</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>125</b>	<b>100.00%</b>	

Q7\_2:Custodial Services Custodial Services

		Year				Total	Total
		2017		2018		number	percent
Knowledge & Expertise	number	percent	number	percent			
Very satisfied	37	55.22%	36	65.45%	73	59.84%	
Satisfied	26	38.81%	18	32.73%	44	36.07%	
Dissatisfied	4	5.97%	1	1.82%	5	4.10%	
<b>Grand Total</b>	<b>67</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>122</b>	<b>100.00%</b>	

Q7\_2:Custodial Services Custodial Services

		Year				Total	Total
		2017		2018		number	percent
Cleaning Services	number	percent	number	percent			
Very satisfied	26	35.62%	25	45.45%	51	39.84%	
Satisfied	34	46.58%	25	45.45%	59	46.09%	
Dissatisfied	10	13.70%	4	7.27%	14	10.94%	
Very dissatisfied	3	4.11%	1	1.82%	4	3.13%	

<b>Grand Total</b>		<b>73</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>128</b>	<b>100.00%</b>
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Q7\_2:Custodial Services      Custodial Services

		<b>Year</b>				<b>Total</b>	<b>Total</b>
		<b>2017</b>		<b>2018</b>		<b>number</b>	<b>percent</b>
<b>Event Set-up Services</b>	<b>number</b>	<b>percent</b>	<b>number</b>	<b>percent</b>			
Very satisfied	35	55.56%	31	64.58%	66	59.46%	
Satisfied	23	36.51%	13	27.08%	36	32.43%	
Dissatisfied	5	7.94%	3	6.25%	8	7.21%	
Very dissatisfied		0.00%	1	2.08%	1	0.90%	
<b>Grand Total</b>	<b>63</b>	<b>100.00%</b>	<b>48</b>	<b>100.00%</b>	<b>111</b>	<b>100.00%</b>	

Q7\_2:Custodial Services      Custodial Services

		<b>Year</b>				<b>Total</b>	<b>Total</b>
		<b>2017</b>		<b>2018</b>		<b>number</b>	<b>percent</b>
<b>Swimming Pool Maintenance/Cleaning</b>	<b>number</b>	<b>percent</b>	<b>number</b>	<b>percent</b>			
Very satisfied	22	40.00%	16	43.24%	38	41.30%	
Satisfied	31	56.36%	20	54.05%	51	55.43%	
Dissatisfied	1	1.82%	1	2.70%	2	2.17%	
Very dissatisfied	1	1.82%		0.00%	1	1.09%	
<b>Grand Total</b>	<b>55</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>92</b>	<b>100.00%</b>	

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Timely Service						
Very satisfied	28	46.67%	27	49.09%	55	47.83%
Satisfied	23	38.33%	22	40.00%	45	39.13%
Dissatisfied	8	13.33%	6	10.91%	14	12.17%
Very dissatisfied	1	1.67%		0.00%	1	0.87%
<b>Grand Total</b>	<b>60</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>115</b>	<b>100.00%</b>

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Professionalism & Collaboration						
Very satisfied	32	53.33%	31	56.36%	63	54.78%
Satisfied	24	40.00%	18	32.73%	42	36.52%
Dissatisfied	4	6.67%	5	9.09%	9	7.83%
Very dissatisfied		0.00%	1	1.82%	1	0.87%
<b>Grand Total</b>	<b>60</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>115</b>	<b>100.00%</b>

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Knowledge & Expertise						
Very satisfied	32	54.24%	27	49.09%	59	51.75%
Satisfied	26	44.07%	26	47.27%	52	45.61%
Dissatisfied		0.00%	1	1.82%	1	0.88%
Very dissatisfied	1	1.69%	1	1.82%	2	1.75%
<b>Grand Total</b>	<b>59</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>114</b>	<b>100.00%</b>

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Building Heating/Cooling Comfort						
Very satisfied	15	24.59%	19	35.19%	34	29.57%
Satisfied	33	54.10%	24	44.44%	57	49.57%
Dissatisfied	10	16.39%	10	18.52%	20	17.39%
Very dissatisfied	3	4.92%	1	1.85%	4	3.48%
<b>Grand Total</b>	<b>61</b>	<b>100.00%</b>	<b>54</b>	<b>100.00%</b>	<b>115</b>	<b>100.00%</b>

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

Stability/Functionality of Campus Utilities	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	21	35.00%	22	42.31%	43	38.39%
Satisfied	31	51.67%	23	44.23%	54	48.21%
Dissatisfied	7	11.67%	6	11.54%	13	11.61%
Very dissatisfied	1	1.67%	1	1.92%	2	1.79%
<b>Grand Total</b>	<b>60</b>	<b>100.00%</b>	<b>52</b>	<b>100.00%</b>	<b>112</b>	<b>100.00%</b>

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

Repair Work of Facilities	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	22	37.29%	21	38.18%	43	37.72%
Satisfied	29	49.15%	27	49.09%	56	49.12%
Dissatisfied	7	11.86%	7	12.73%	14	12.28%
Very dissatisfied	1	1.69%		0.00%	1	0.88%
<b>Grand Total</b>	<b>59</b>	<b>100.00%</b>	<b>55</b>	<b>100.00%</b>	<b>114</b>	<b>100.00%</b>

Q7\_3:Facilities Maintenance/Repair      Facilities Maintenance/Repair

Preventative Maintenance Processes	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	16	27.59%	18	36.00%	34	31.48%
Satisfied	33	56.90%	23	46.00%	56	51.85%
Dissatisfied	8	13.79%	9	18.00%	17	15.74%
Very dissatisfied	1	1.72%		0.00%	1	0.93%
<b>Grand Total</b>	<b>58</b>	<b>100.00%</b>	<b>50</b>	<b>100.00%</b>	<b>108</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Timely Service</b>						
Very satisfied	32	68.09%	27	71.05%	59	69.41%
Satisfied	12	25.53%	11	28.95%	23	27.06%
Dissatisfied	3	6.38%		0.00%	3	3.53%
<b>Grand Total</b>	<b>47</b>	<b>100.00%</b>	<b>38</b>	<b>100.00%</b>	<b>85</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Professionalism &amp; Collaboration</b>						
Very satisfied	36	76.60%	32	82.05%	68	79.07%
Satisfied	11	23.40%	7	17.95%	18	20.93%
<b>Grand Total</b>	<b>47</b>	<b>100.00%</b>	<b>39</b>	<b>100.00%</b>	<b>86</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Knowledge &amp; Expertise</b>						
Very satisfied	36	76.60%	33	82.50%	69	79.31%
Satisfied	11	23.40%	7	17.50%	18	20.69%
<b>Grand Total</b>	<b>47</b>	<b>100.00%</b>	<b>40</b>	<b>100.00%</b>	<b>87</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Care of Gras/Flowers, etc.</b>						
Very satisfied	37	77.08%	35	85.37%	72	80.90%
Satisfied	11	22.92%	6	14.63%	17	19.10%
<b>Grand Total</b>	<b>48</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>89</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Care of Pasture Areas</b>						
Very satisfied	25	59.52%	23	65.71%	48	62.34%
Satisfied	17	40.48%	12	34.29%	29	37.66%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>77</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

Condition of Athletics Fields	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	29	69.05%	25	80.65%	54	73.97%
Satisfied	13	30.95%	6	19.35%	19	26.03%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>31</b>	<b>100.00%</b>	<b>73</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

Playability of Athletics Fields	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	27	67.50%	24	80.00%	51	72.86%
Satisfied	13	32.50%	6	20.00%	19	27.14%
<b>Grand Total</b>	<b>40</b>	<b>100.00%</b>	<b>30</b>	<b>100.00%</b>	<b>70</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

Care of Sidewalks	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	26	54.17%	25	60.98%	51	57.30%
Satisfied	19	39.58%	15	36.59%	34	38.20%
Dissatisfied	1	2.08%	1	2.44%	2	2.25%
Very dissatisfied	2	4.17%		0.00%	2	2.25%
<b>Grand Total</b>	<b>48</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>89</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

Care of Paerking Lots	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	21	43.75%	24	58.54%	45	50.56%
Satisfied	24	50.00%	14	34.15%	38	42.70%
Dissatisfied	2	4.17%	3	7.32%	5	5.62%
Very dissatisfied	1	2.08%		0.00%	1	1.12%
<b>Grand Total</b>	<b>48</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>89</b>	<b>100.00%</b>

Q7\_4:Landscape/Hardscape Services Landscape/Hardscape Services

Year
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Snow Removal and De-icing	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	22	45.83%	22	53.66%	44	49.44%
Satisfied	18	37.50%	14	34.15%	32	35.96%
Dissatisfied	5	10.42%	5	12.20%	10	11.24%
Very dissatisfied	3	6.25%		0.00%	3	3.37%
<b>Grand Total</b>	<b>48</b>	<b>100.00%</b>	<b>41</b>	<b>100.00%</b>	<b>89</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse Mail/Shipping/Warehouse

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Timely Service</b>						
Very satisfied	41	70.69%	25	54.35%	66	63.46%
Satisfied	16	27.59%	20	43.48%	36	34.62%
Dissatisfied	1	1.72%	1	2.17%	2	1.92%
<b>Grand Total</b>	<b>58</b>	<b>100.00%</b>	<b>46</b>	<b>100.00%</b>	<b>104</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse Mail/Shipping/Warehouse

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Professionalism &amp; Collaboration</b>						
Very satisfied	42	72.41%	21	46.67%	63	61.17%
Satisfied	15	25.86%	21	46.67%	36	34.95%
Dissatisfied	1	1.72%	3	6.67%	4	3.88%
<b>Grand Total</b>	<b>58</b>	<b>100.00%</b>	<b>45</b>	<b>100.00%</b>	<b>103</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse Mail/Shipping/Warehouse

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Knowledge &amp; Expertise</b>						
Very satisfied	39	68.42%	21	47.73%	60	59.41%
Satisfied	17	29.82%	20	45.45%	37	36.63%
Dissatisfied	1	1.75%	3	6.82%	4	3.96%
<b>Grand Total</b>	<b>57</b>	<b>100.00%</b>	<b>44</b>	<b>100.00%</b>	<b>101</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse Mail/Shipping/Warehouse

	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
<b>Dewlivery &amp; Pickup of Mail</b>						
Very satisfied	41	70.69%	23	51.11%	64	62.14%
Satisfied	16	27.59%	21	46.67%	37	35.92%
Dissatisfied	1	1.72%	1	2.22%	2	1.94%
<b>Grand Total</b>	<b>58</b>	<b>100.00%</b>	<b>45</b>	<b>100.00%</b>	<b>103</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse Mail/Shipping/Warehouse

Year
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Dewlivery & Pickup of Packages	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	37	66.07%	20	46.51%	57	57.58%
Satisfied	18	32.14%	21	48.84%	39	39.39%
Dissatisfied	1	1.79%	2	4.65%	3	3.03%
<b>Grand Total</b>	<b>56</b>	<b>100.00%</b>	<b>43</b>	<b>100.00%</b>	<b>99</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse      Mail/Shipping/Warehouse

Storage/Delivery - Warehouse	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	33	62.26%	17	42.50%	50	53.76%
Satisfied	19	35.85%	22	55.00%	41	44.09%
Dissatisfied	1	1.89%	1	2.50%	2	2.15%
<b>Grand Total</b>	<b>53</b>	<b>100.00%</b>	<b>40</b>	<b>100.00%</b>	<b>93</b>	<b>100.00%</b>

Q7\_5:Mail/Shipping/Warehouse      Mail/Shipping/Warehouse

Storage/Delivery - Warehouse	2017		2018		Total number	Total percent
	number	percent	number	percent		
Very satisfied	33	62.26%	17	42.50%	50	53.76%
Satisfied	19	35.85%	22	55.00%	41	44.09%
Dissatisfied	1	1.89%	1	2.50%	2	2.15%
<b>Grand Total</b>	<b>53</b>	<b>100.00%</b>	<b>40</b>	<b>100.00%</b>	<b>93</b>	<b>100.00%</b>

Q7\_6:Vehicle Management/Scheduling      Vehicle Management/Scheduling

Timely Service	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	29	67.44%	24	64.86%	53	66.25%
Satisfied	14	32.56%	10	27.03%	24	30.00%
Dissatisfied		0.00%	3	8.11%	3	3.75%
<b>Grand Total</b>	<b>43</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>80</b>	<b>100.00%</b>

Q7\_6:Vehicle Management/Scheduling      Vehicle Management/Scheduling

Professionalism & Collaboration	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	28	66.67%	23	63.89%	51	65.38%
Satisfied	12	28.57%	9	25.00%	21	26.92%
Dissatisfied	2	4.76%	4	11.11%	6	7.69%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>36</b>	<b>100.00%</b>	<b>78</b>	<b>100.00%</b>

Q7\_6:Vehicle Management/Scheduling      Vehicle Management/Scheduling

Knowledge & Expertise	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	25	58.14%	24	64.86%	49	61.25%
Satisfied	18	41.86%	11	29.73%	29	36.25%
Dissatisfied		0.00%	2	5.41%	2	2.50%
<b>Grand Total</b>	<b>43</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>80</b>	<b>100.00%</b>

Q7\_6:Vehicle Management/Scheduling      Vehicle Management/Scheduling

Vehicle Reservation/Check-out Process	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	21	50.00%	17	47.22%	38	48.72%
Satisfied	16	38.10%	11	30.56%	27	34.62%
Dissatisfied	5	11.90%	6	16.67%	11	14.10%
Very dissatisfied		0.00%	2	5.56%	2	2.56%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>36</b>	<b>100.00%</b>	<b>78</b>	<b>100.00%</b>

Q7\_6:Vehicle Management/Scheduling      Vehicle Management/Scheduling

Maintenance & Quality of Vehicles	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	25	59.52%	21	56.76%	46	58.23%
Satisfied	16	38.10%	11	29.73%	27	34.18%

Dissatisfied	1	2.38%	5	13.51%	6	7.59%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>37</b>	<b>100.00%</b>	<b>79</b>	<b>100.00%</b>

Q7\_6:Vehicle Management/Scheduling      Vehicle Management/Scheduling

Availability of Vehicles	Year				Total number	Total percent
	2017		2018			
	number	percent	number	percent		
Very satisfied	19	45.24%	11	31.43%	30	38.96%
Satisfied	20	47.62%	18	51.43%	38	49.35%
Dissatisfied	3	7.14%	6	17.14%	9	11.69%
<b>Grand Total</b>	<b>42</b>	<b>100.00%</b>	<b>35</b>	<b>100.00%</b>	<b>77</b>	<b>100.00%</b>