

2005 Human Resources Customer Service Survey

**2005 Human Resources Customer Service Survey
Report of Results**

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Background, Methodology and Organization of Report

The Human Resources Customer Service Survey was conducted in spring 2002, spring 2003 and spring 2005. This online survey is designed to measure different aspects of the services provided by Human Resources to include payroll, employment, organizational development and training, benefits and compensation. The survey instrument has remained stable over time.

The survey instrument can be found at the following link:

<http://survey.ucf.edu/hrcs05.htm>

The survey was administered to all UCF employees between May 18 and July 21, 2005. Completed surveys were received from 492 employees.

A comparison of the current employment status of the survey sample to the UCF employee population in spring 2005 is given. Frequency tables with counts and percents are shown for each question. The tables display the full answer distribution (i.e., labeled “column percent”) for questions that included an answer of “no interaction/ could not rate.” In addition, the tables include a column (i.e., labeled “column valid n percent”) that shows the distribution of answers for only those respondents who provided a rating.

Results

Comparison of spring 2005 UCF Employee Employment Status (Population) to Survey Sample

A comparison of the employment status of respondents of the 2005 Human Resources Customer Service Survey to the UCF employee population in spring 2005 is given in Table 1. The sample is fairly representative of the population with respect to employment status. Faculty employees are under represented and USPS employees are over represented in the sample.

Table 1: Comparison of UCF Employee Population to the Survey Sample on Employment Status

	2005 UCF Population*	2005 H.R. Sample
Faculty	37.2%	19.00%
A & P	36.7%	29.50%
USPS and OPS	26.1%	49.80%
Other	0.0%	1.70%

*Source: UCF Institutional Research web site

GENERAL IMPRESSIONS

		TOTAL	
		Total	
		Column %	Count
Q1. Quality of Customer Service provided by HR	Above Satisfactory	17.3%	82
	Satisfactory	58.8%	278
	Subtotal Satisfied	76.1%	360
	Below Satisfactory	23.9%	113
	Total	100.0%	473

		TOTAL	
		Total	
		Column %	Count
Q2. Effective communication of personnel policies and procedures	Above Satisfactory	15.0%	70
	Satisfactory	54.5%	254
	Subtotal Satisfied	69.5%	324
	Below Satisfactory	30.5%	142
	Total	100.0%	466

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		TOTAL	
		Total	
		Column %	Count
Q3. Changes in personnel policies and procedures are communicated effectively	Above Satisfactory	11.7%	54
	Satisfactory	54.2%	250
	Subtotal Satisfied	65.9%	304
	Below Satisfactory	34.1%	157
	Total	100.0%	461

		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q4. If you have been involved in an employee relations issue (i.e., grievance, complaints, disciplinary action, etc.), the process was effective	Above Satisfactory	6.5%	31	23.00%
	Satisfactory	11.7%	56	41.50%
	Subtotal Satisfied	18.2%	87	64.40%
	Below Satisfactory	10.0%	48	35.60%
	Not interaction/Can not rate	71.8%	343	0%
Total	100.0%	478	100.00%	

PAYROLL SERVICES

Customer Service Attributes as it pertains to the Payroll Services Section of HR

		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q5. Overall customer service	Above Satisfactory	18.3%	89	22.0%
	Satisfactory	47.6%	232	57.3%
	Subtotal Satisfied	65.9%	321	79.3%
	Below Satisfactory	17.2%	84	20.7%
	No interaction/Can not rate	16.8%	82	0%
Total	100.0%	487	100.0%	

		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q6. Payroll services staff are knowledgeable	Above Satisfactory	20.8%	101	26.9%
	Satisfactory	40.6%	197	52.5%
	Subtotal Satisfied	61.4%	298	79.5%
	Below Satisfactory	15.9%	77	20.5%
	No interaction/Can not rate	22.7%	110	0%
Total	100.0%	485	100.0%	

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q7. Payroll services staff are professional	Above Satisfactory	22.3%	108	28.6%
	Satisfactory	45.4%	220	58.4%
	Subtotal Satisfied	67.6%	328	87.0%
	Below Satisfactory	10.1%	49	13.0%
	No interaction/Can not rate	22.3%	108	0%
	Total	100.0%	485	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q8. Payroll services staff are responsive	Above Satisfactory	20.5%	99	26.5%
	Satisfactory	37.9%	183	48.9%
	Subtotal Satisfied	58.4%	282	75.4%
	Below Satisfactory	19.0%	92	24.6%
	No interaction/Can not rate	22.6%	109	0%
	Total	100.0%	483	100.0%

Experience with the following statements related to Payroll Services

		TOTAL Total		
		Column %	Count	Column Valid N%
Q9. Messages (phone or email) are returned in a reasonable time	Above Satisfactory	13.1%	64	18.2%
	Satisfactory	40.5%	197	56.1%
	Subtotal Satisfied	53.6%	261	74.4%
	Below Satisfactory	18.5%	90	25.6%
	NO interaction/Can not rate	27.9%	136	0%
	Total	100.0%	487	100%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q10. Payroll Services staff are helpful in handling pay-related issues	Above Satisfactory	17.9%	87	24.8%
	Satisfactory	38.4%	187	53.3%
	Subtotal Satisfied	56.3%	274	78.1%
	Below Satisfactory	15.8%	77	21.9%
	NO interaction/Can not rate	27.9%	136	0%
	Total	100.0%	487	100%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q11. Payroll Services staff handle questions, concerns, or problems in a timely manner	Above Satisfactory	16.4%	79	22.1%
	Satisfactory	38.3%	185	51.8%
	Subtotal Satisfied	54.7%	264	73.9%
	Below Satisfactory	19.3%	93	26.1%
	NO interaction/Can not rate	26.1%	126	0%
	Total	100.0%	483	100.0%

		TOTAL Total	
		Column %	Count
Q12. My bi-weekly paychecks are accurate	Above Satisfactory	47.0%	211
	Satisfactory	49.4%	222
	Subtotal Satisfied	96.4%	433
	Below Satisfactory	3.6%	16
	Total	100.0%	449

		TOTAL Total	
		Column %	Count
Q13. How many years have you been employed at UCF?	Less than 1 year	16.2%	76
	1 - 5 years	38.0%	178
	6 -10 years	20.5%	96
	11 – 15 years	12.4%	58
	16 -20 years	5.8%	27
	More than 20 years	7.2%	34
	Total	100.0%	469

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q14. As a new employee, my payroll sign-in experience was positive	Above Satisfactory	31.9%	44	31.9%
	Satisfactory	53.6%	74	53.6%
	Subtotal Satisfied	85.5%	118	85.5%
	Below Satisfactory	14.5%	20	14.5%
	No interaction/Can not rate	0.0%	0	0%
	Total	100.0%	138	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q15. Payroll Services provides employment verification information in a timely manner	Above Satisfactory	14.6%	58	22.0%
	Satisfactory	43.5%	173	65.5%
	Subtotal Satisfied	58.0%	231	87.5%
	Below Satisfactory	8.3%	33	12.5%
	No interaction/Can not rate	33.7%	134	0%
	Total	100.0%	398	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q16. Payroll Services staff are helpful with issues regarding leave time (sick, annual, etc.)	Above Satisfactory	17.7%	71	26.4%
	Satisfactory	39.6%	159	59.1%
	Subtotal Satisfied	57.2%	230	85.5%
	Below Satisfactory	9.7%	39	14.5%
	No interaction/Can not rate	33.1%	133	0%
	Total	100.0%	402	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q17. During the initial hiring process of non-resident alien personnel, Payroll Services provides adequate support	Above Satisfactory	8.6%	34	28.6%
	Satisfactory	16.6%	66	55.5%
	Subtotal Satisfied	25.2%	100	84.0%
	Below Satisfactory	4.8%	19	16.0%
	No interaction/Can not rate	70.0%	278	0%
	Total	100.0%	397	100.0%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q18. After the hiring of non-resident alien personnel, Payroll Services provides adequate continuing support of the employment process	Above Satisfactory	7.5%	30	27.8%
	Satisfactory	16.1%	64	59.3%
	Subtotal Satisfied	23.6%	94	87.0%
	Below Satisfactory	3.5%	14	13.0%
	No interaction/Can not rate	72.9%	290	0%
	Total	100.0%	398	100.0%

EMPLOYMENT

Customer Service Attributes as it pertains to the Employment Section of HR

		TOTAL Total		
		Column %	Count	Column Valid N%
Q19. Overall customer service	Above Satisfactory	19.8%	96	23.4%
	Satisfactory	47.3%	229	55.9%
	Subtotal Satisfied	67.1%	325	79.3%
	Below Satisfactory	17.6%	85	20.7%
	No interaction/Can not rate	15.3%	74	0%
	Total	100.0%	484	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q20. Employment staff are knowledgeable	Above Satisfactory	20.0%	97	24.6%
	Satisfactory	43.9%	213	53.9%
	Subtotal Satisfied	63.9%	310	78.5%
	Below Satisfactory	17.5%	85	21.5%
	No interaction/Can not rate	18.6%	90	0%
	Total	100.0%	485	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q21. Employment staff are professional	Above Satisfactory	22.1%	107	27.1%
	Satisfactory	49.2%	238	60.3%
	Subtotal Satisfied	71.3%	345	87.3%
	Below Satisfactory	10.3%	50	12.7%
	No interaction/Can not rate	18.4%	89	0%
	Total	100.0%	484	100.0%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q22. Employment staff are responsive	Above Satisfactory	19.0%	92	23.4%
	Satisfactory	43.3%	209	53.2%
	Subtotal Satisfied	62.3%	301	76.6%
	Below Satisfactory	19.0%	92	23.4%
	No interaction/Can not rate	18.6%	90	0%
	Total	100.0%	483	100.0%

Experience with the following statements related to Employment Section of HR

		TOTAL Total		
		Column %	Count	Column Valid N%
Q23. Messages (phone or email) are returned in a reasonable time	Above Satisfactory	15.2%	74	20.2%
	Satisfactory	42.6%	207	56.4%
	Subtotal Satisfied	57.8%	281	76.6%
	Below Satisfactory	17.7%	86	23.4%
	No interaction/Can not rate	24.5%	119	0%
	Total	100.0%	486	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q24. Employment staff are helpful with issues related to the USPS hiring process	Above Satisfactory	14.6%	71	22.9%
	Satisfactory	35.5%	172	55.5%
	Subtotal Satisfied	50.1%	243	78.4%
	Below Satisfactory	13.8%	67	21.6%
	No interaction/Can not rate	36.1%	175	0%
	Total	100.0%	485	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q25. Employment staff handle questions, concerns, or problems in a timely manner	Above Satisfactory	15.8%	77	20.9%
	Satisfactory	39.3%	191	51.9%
	Subtotal Satisfied	55.1%	268	72.8%
	Below Satisfactory	20.6%	100	27.2%
	No interaction/Can not rate	24.3%	118	0%
	Total	100.0%	486	100.0%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q26. Employment staff are efficient in posting job opportunities	Above Satisfactory	15.9%	77	23.9%
	Satisfactory	43.0%	208	64.6%
	Subtotal Satisfied	58.9%	285	88.5%
	Below Satisfactory	7.6%	37	11.5%
	No interaction/Can not rate	33.5%	162	0%
	Total	100.0%	484	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q27. Employment staff effectively manage the hiring package process steps that occur in Human Resources	Above Satisfactory	13.5%	65	18.8%
	Satisfactory	38.3%	185	53.5%
	Subtotal Satisfied	51.8%	250	72.3%
	Below Satisfactory	19.9%	96	27.7%
	No interaction/Can not rate	28.4%	137	0%
	Total	100.0%	483	100.0%

ORGANIZATIONAL DEVELOPMENT AND TRAINING

Customer Service Attributes as it pertains to the Office of Organizational Development and Training in the HR

		TOTAL Total		
		Column %	Count	Column Valid N%
Q28. Overall customer service	Above Satisfactory	27.3%	132	34.6%
	Satisfactory	47.6%	230	60.4%
	Subtotal Satisfied	74.9%	362	95.0%
	Below Satisfactory	3.9%	19	5.0%
	No interaction/Can not rate	21.1%	102	0%
	Total	100.0%	483	100.0%

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		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q29. Organization Development and Training staff are knowledgeable	Above Satisfactory	29.2%	141	37.9%
	Satisfactory	43.9%	212	57.0%
	Subtotal Satisfied	73.1%	353	94.9%
	Below Satisfactory	3.9%	19	5.1%
	No interaction/Can not rate	23.0%	111	0%
	Total	100.0%	483	100.0%

		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q30. Organization Development and Training staff are professional	Above Satisfactory	31.0%	149	40.1%
	Satisfactory	44.1%	212	57.0%
	Subtotal Satisfied	75.1%	361	97.0%
	Below Satisfactory	2.3%	11	3.0%
	No interaction/Can not rate	22.7%	109	0%
	Total	100.0%	481	100.0%

		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q31. Organization Development and Training staff are responsive	Above Satisfactory	26.8%	129	35.1%
	Satisfactory	44.8%	216	58.9%
	Subtotal Satisfied	71.6%	345	94.0%
	Below Satisfactory	4.6%	22	6.0%
	No interaction/Can not rate	23.9%	115	0%
	Total	100.0%	482	100.0%

		TOTAL		
		Total		
		Column %	Count	Column Valid N%
Q32. Organization Development and Training staff handle questions, concerns, or problems in a timely manner	Above Satisfactory	26.1%	126	36.0%
	Satisfactory	41.8%	202	57.7%
	Subtotal Satisfied	67.9%	328	93.7%
	Below Satisfactory	4.6%	22	6.3%
	No interaction/Can not rate	27.5%	133	0%
	Total	100.0%	483	100.0%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q33. Organization Development and Training effectively communicates which programs are available and when	Above Satisfactory	29.0%	140	36.7%
	Satisfactory	44.1%	213	55.9%
	Subtotal Satisfied	73.1%	353	92.7%
	Below Satisfactory	5.8%	28	7.3%
	No interaction/Can not rate	21.1%	102	0%
Total		100.0%	483	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q34. The types of topics and workshops offered by training are useful and appropriate	Above Satisfactory	25.5%	123	32.7%
	Satisfactory	46.1%	222	59.0%
	Subtotal Satisfied	71.6%	345	91.8%
	Below Satisfactory	6.4%	31	8.2%
	No interaction/Can not rate	22.0%	106	0%
Total		100.0%	482	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q35. Organization Development and Training staff effectively manage the Employee Suggestion Awards Programs	Above Satisfactory	14.6%	70	29.8%
	Satisfactory	30.1%	144	61.3%
	Subtotal Satisfied	44.7%	214	91.1%
	Below Satisfactory	4.4%	21	8.9%
	No interaction/Can not rate	50.9%	244	0%
Total		100.0%	479	100.0%

BENEFITS

Customer Service Attributes as it pertains to Benefits section of the HR

		TOTAL Total		
		Column %	Count	Column Valid N%
Q36. Overall customer service	Above Satisfactory	23.8%	115	27.3%
	Satisfactory	48.2%	233	55.2%
	Subtotal Satisfied	72.0%	348	82.5%
	Below Satisfactory	15.3%	74	17.5%
	No interactions/Can not rate	12.6%	61	0%
Total		100.0%	483	100.0%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q37. Benefits staff are knowledgeable	Above Satisfactory	23.6%	114	27.3%
	Satisfactory	47.1%	228	54.7%
	Subtotal Satisfied	70.7%	342	82.0%
	Below Satisfactory	15.5%	75	18.0%
	No interactions/Can not rate	13.8%	67	0%
	Total	100.0%	484	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q38. Benefits staff are professional	Above Satisfactory	26.2%	126	30.6%
	Satisfactory	50.3%	242	58.7%
	Subtotal Satisfied	76.5%	368	89.3%
	Below Satisfactory	9.1%	44	10.7%
	No interactions/Can not rate	14.3%	69	0%
	Total	100.0%	481	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q39. Benefits staff are responsive	Above Satisfactory	23.7%	114	27.5%
	Satisfactory	45.4%	219	52.9%
	Subtotal Satisfied	69.1%	333	80.4%
	Below Satisfactory	16.8%	81	19.6%
	No interactions/Can not rate	14.1%	68	0%
	Total	100.0%	482	100.0%

Experience with the following statements related to Benefits

		TOTAL Total		
		Column %	Count	Column Valid N%
Q40. If you were hired within the past 12 months, as a new employee, your benefits sign-in experience was positive	Above Satisfactory	6.4%	26	23.6%
	Satisfactory	14.1%	57	51.8%
	Subtotal Satisfied	20.5%	83	75.5%
	Below Satisfactory	6.7%	27	24.5%
	Was not hired in past 12 months	72.8%	294	0%
	Total	100.0%	404	100%

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		TOTAL		
		Column %	Count	Column Valid N%
Q41. Benefits staff handle questions, concerns or problems in a timely manner	Above Satisfactory	20.4%	82	24.0%
	Satisfactory	47.8%	192	56.1%
	Subtotal Satisfied	68.2%	274	80.1%
	Below Satisfactory	16.9%	68	19.9%
	No interaction/Can not rate	14.9%	60	0.0%
	Total	100.0%	402	100.0%

		TOTAL		
		Column %	Count	Column Valid N%
Q42. Benefits staff accurately inform employees about their benefits	Above Satisfactory	19.3%	78	21.7%
	Satisfactory	51.0%	206	57.4%
	Subtotal Satisfied	70.3%	284	79.1%
	Below Satisfactory	18.6%	75	20.9%
	No interaction/Can not rate	11.1%	45	0%
	Total	100.0%	404	100.0%

		TOTAL		
		Column %	Count	Column Valid N%
Q43. Benefits staff provide easy to understand benefits information	Above Satisfactory	17.4%	70	19.4%
	Satisfactory	48.9%	197	54.7%
	Subtotal Satisfied	66.3%	267	74.2%
	Below Satisfactory	23.1%	93	25.8%
	No interaction/Can not rate	10.7%	43	0%
	Total	100.0%	403	100.0%

		TOTAL		
		Column %	Count	Column Valid N%
Q44. The Benefits Fair is an effective way to learn about the benefits offered each year	Above Satisfactory	22.8%	91	31.6%
	Satisfactory	40.8%	163	56.6%
	Subtotal Satisfied	63.5%	254	88.2%
	Below Satisfactory	8.5%	34	11.8%
	No interaction/Can not rate	28.0%	112	0%
	Total	100.0%	400	100.0%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q45. Benefits staff effectively communicate retirement information to employees through announcements and seminars	Above Satisfactory	14.8%	60	19.7%
	Satisfactory	43.2%	175	57.4%
	Subtotal Satisfied	58.0%	235	77.0%
	Below Satisfactory	17.3%	70	23.0%
	No interaction/Can not rate	24.7%	100	0%
	Total	100.0%	405	100.0%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q46. Benefits staff appropriately refer employees to other departments and agencies when necessary	Above Satisfactory	15.1%	61	22.1%
	Satisfactory	43.4%	175	63.4%
	Subtotal Satisfied	58.6%	236	85.5%
	Below Satisfactory	9.9%	40	14.5%
	No interaction/Can not rate	31.5%	127	0%
	Total	100.0%	403	100.0%

COMPENSATION

Customer Service Attributes as it pertains to Compensation section of the HR

		TOTAL Total		
		Column %	Count	Column Valid N%
Q47. Overall customer service	Above Satisfactory	11.4%	54	19.8%
	Satisfactory	39.0%	184	67.4%
	Subtotal Satisfied	50.4%	238	87.2%
	Below Satisfactory	7.4%	35	12.8%
	No interaction/Can not rate	42.2%	199	0%
	Total	100.0%	472	100%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q48. Compensation staff are knowledgeable	Above Satisfactory	12.0%	57	21.4%
	Satisfactory	36.6%	174	65.4%
	Subtotal Satisfied	48.6%	231	86.8%
	Below Satisfactory	7.4%	35	13.2%
	No interaction/Can not rate	44.0%	209	0%
	Total	100.0%	475	100%

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		TOTAL Total		
		Column %	Count	Column Valid N%
Q49. Compensation staff are professional	Above Satisfactory	13.7%	65	24.3%
	Satisfactory	36.3%	172	64.4%
	Subtotal Satisfied	50.0%	237	88.8%
	Below Satisfactory	6.3%	30	11.2%
	No interaction/Can not rate	43.7%	207	0%
	Total	100.0%	474	100%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q50. Compensation staff are responsive	Above Satisfactory	12.6%	59	22.3%
	Satisfactory	35.6%	167	63.0%
	Subtotal Satisfied	48.2%	226	85.3%
	Below Satisfactory	8.3%	39	14.7%
	No interaction/Can not rate	43.5%	204	0%
	Total	100.0%	469	100%

Experience with the following statements related to Compensation section of the HR

		TOTAL Total		
		Column %	Count	Column Valid N%
Q51. Compensation staff are effective in handling questions, concerns, or problems in a timely manner	Above Satisfactory	11.6%	55	21.2%
	Satisfactory	33.3%	158	61.0%
	Subtotal Satisfied	44.9%	213	82.2%
	Below Satisfactory	9.7%	46	17.8%
	No interaction/Can not rate	45.4%	215	0%
	Total	100.0%	474	100%

		TOTAL Total		
		Column %	Count	Column Valid N%
Q52. Compensation staff are effective in addressing class specification and pay plan issues	Above Satisfactory	10.4%	49	20.3%
	Satisfactory	30.9%	146	60.6%
	Subtotal Satisfied	41.2%	195	80.9%
	Below Satisfactory	9.7%	46	19.1%
	No interaction/Can not rate	49.0%	232	0%
	Total	100.0%	473	100%

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		TOTAL		
		Column %	Count	Column Valid N%
Q53. Compensation staff are effective in processing A&P new hire or appointment packages	Above Satisfactory	8.3%	39	19.0%
	Satisfactory	25.3%	119	58.0%
	Subtotal Satisfied	33.5%	158	77.1%
	Below Satisfactory	10.0%	47	22.9%
	No interaction/Can not rate	56.5%	266	0%
Total		100.0%	471	100%

		TOTAL		
		Column %	Count	Column Valid N%
Q54. Compensation staff are effective in processing the establishment of a new position	Above Satisfactory	8.1%	38	17.7%
	Satisfactory	25.9%	122	56.7%
	Subtotal Satisfied	34.0%	160	74.4%
	Below Satisfactory	11.7%	55	25.6%
	No interaction/Can not rate	54.4%	256	0%
Total		100.0%	471	100%

		TOTAL		
		Column %	Count	Column Valid N%
Q55. Compensation staff are effective in processing the reclassification of a position	Above Satisfactory	8.1%	38	17.2%
	Satisfactory	26.5%	125	56.6%
	Subtotal Satisfied	34.5%	163	73.8%
	Below Satisfactory	12.3%	58	26.2%
	No interaction/Can not rate	53.2%	251	0%
Total		100.0%	472	100%

DEMOGRAPHICS

		TOTAL	
		Total	
		Column %	Count
Q56. At what UCF campus are you primarily based?	Downtown Center	1.2%	6
	Orlando (Main Campus)	88.6%	426
	South Orlando Center	0.2%	1
	Brevard Campus	4.0%	19
	Daytona Campus	1.7%	8
	Other	4.4%	21
Total		100.0%	481

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		TOTAL	
		Total	
		Column %	Count
Q57. In what college or unit do you work?	Burnett College of Biomedical Sciences	1.0%	4
	College of Arts & Sciences	13.7%	57
	College of Business Administration	2.2%	9
	Collage of Education	5.0%	21
	Collage of Engineering & Computer Science	6.2%	26
	Collage of Health & Public Affairs	9.4%	39
	Collage of Optics and Photonics	1.0%	4
	Burnett Honors Collage	0.5%	2
	Rosen Collage of Hospitality Management	1.4%	6
	Administration and Finance	15.8%	66
	President's Division	4.3%	18
	University Relations	0.7%	3
	Academic Affairs	17.5%	73
	Other	21.3%	89
	Total	100.0%	417

		TOTAL	
		Total	
		Column %	Count
Q58. What is your current employment status at UCF?	Faculty	19.0%	92
	USPS	44.6%	216
	A & P	29.5%	143
	OPS	5.2%	25
	Other	1.7%	8
	Total	100.0%	484

		TOTAL	
		Total	
		Column %	Count
Q59. Please indicate your gender	Male	34.5%	164
	Female	65.5%	311
	Total	100.0%	475

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		TOTAL	
		Total	
		Column %	Count
Q60. How frequently do you use the Human Resources web site?	Never	3.7%	18
	Once a semester or less	16.7%	81
	Monthly	33.9%	164
	Weekly	36.4%	176
	Daily	9.3%	45
	Total	100.0%	484