

District Operations Satisfaction Survey, March 2010

Purchasing	a: Helpfulness	b: Courtesy	c: Follow-Thru	d: Accuracy	e: Training	f: Timeliness, initial	g: Timeliness, final	h: Clarity & Consistency	i: Input Opp	j: Overall
Number of Respondents	98	96	96	96	68	98	97	98	63	96
Means	4.0	4.1	4.0	3.9	4.0	3.8	3.8	3.6	3.4	3.8
Mean of Means										3.8
Pct Satisfied (4) or Very Satisfied (5)	72%	74%	76%	71%	76%	70%	69%	61%	60%	73%
Pct Somewhat Satisfied (3)	15%	20%	9%	17%	12%	16%	18%	18%	8%	8%
Pct Noat at All (1) or Not Very Satisfied (2)	12%	6%	15%	13%	12%	13%	13%	20%	32%	13%
Ratio Satisfied (4+5)/Not Satisfied (1+2)	6	12	5	6	7	5	5	3	2	4
Mean Pct Satisfied (4) of Very Satisfied (5)										70%
Mean Ration Satisfied (4+5)/Not Satisfied (1+2)										5

Access to Departmental Information on the Web

Count of Id. Name	
Question 45	Total
Yes	44
No	39
Grand Total	83