



UNM

Office of the EVP for Administration,
COO & CFO

Customer Satisfaction Survey of Five Departments Executive Summary Report

Last spring, in connection with the University's results oriented management initiative, five departments that report to me conducted a survey to assess customer satisfaction with their services and to benchmark their level of services. The five departments that conducted the survey were the Office of Planning, Budget, and Analysis (OPBA), Financial Services, Human Resources (HR), Information Technologies (IT), and Institutional Support Services (ISS). The survey results are presented in this executive summary.

Of the 5914 faculty and staff from main campus and branch campuses who were sent the survey, 951 recipients, or 17.59%, completed the survey during the available window of March 5, 2015 through April 26, 2015. The survey asked respondents to provide basic demographic information; assess their level of involvement with each of the departments; evaluate statements about the departments' services; and submit concerns, comments, or recommendations.

Following eleven demographic questions intended for all survey respondents, the survey was divided into five sections, one for each of the departments. Respondents could self-select which sections of the survey to complete based on whether they had used a particular department's services in the past twelve months. The five sections included a series of statements designed to assess customer satisfaction with each department's services. Respondents were asked to choose one of five possible responses for each statement: "Strongly Agree," "Agree," "Neutral," "Disagree," "Strongly Agree," or "N/A [not applicable]."

In particular, the survey respondents' concerns, comments, and recommendations provided us with a wealth of information on customer satisfaction with the departments. We tried to provide a representative sampling of them in this report.

While the survey results show that customers generally have an overwhelmingly favorable view of the departments, it highlighted several areas in need of improvement. The results also identified a weakness in the survey design, which required respondents to evaluate large units, such as Financial Services, as a whole, rather than allowing respondents to evaluate each individual department within the larger units.

We will be working on addressing the results of the survey in the months ahead. In the meantime, we hope you find this report useful. Thank you to everyone who took the time to complete the survey.

David W. Harris, Executive Vice President for Administration, COO & CFO

Demographic Information

Questions 1 through 11 asked for demographic information on the respondents. Of the 5914 recipients of the survey, 1048, or 17.72%, responded to each of the demographic questions. Figure 1 below summarizes the demographic breakdown.

Gender	Total Respondents	Percent
Female	653	62.31%
Male	395	37.69%
Employees	Total Respondents	Percent
Faculty	191	18.23%
Staff	857	81.77%
Ethnicity	Total Respondents	Percent
American Indian	61	5.82%
Asian	19	1.81%
Black or African American	14	1.34%
Hispanic	316	30.15%
Native Hawaiian	1	0.10%
Race/Ethnicity Unknown	33	3.15%
Two or More Races	16	1.53%
White	588	56.11%
Years at UNM	Total Respondents	Percent
<5	349	33.30%
>=5 and <10	227	21.66%
>=10 and <15	194	18.51%
>=15 and <20	131	12.50%
>=20 and <25	82	7.82%
25+	65	6.20%

Figure 1

Nearly two-thirds of the 1048 respondents were female, over 80% were staff, nearly 60% were white, and about one-third had been at UNM for under five years.

Office of Planning, Budget, and Analysis

OPBA	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	% Favorable
OPBA operations are aligned with the mission of the University.	41	86	40	5	2	6	180	73.0%
OPBA is responsive to email and/or phone call inquiries.	59	82	24	8	1	5	179	81.0%
OPBA staff is professional and courteous.	60	82	29	5	1	4	181	80.2%
OPBA staff is knowledgeable in assisting me with University budget and financial matters.	55	87	24	7	2	5	180	81.1%
OPBA is timely with communication with end-users on deadlines, system changes, reporting changes, and performance issues.	56	76	28	9	2	7	178	77.2%
OPBA's website is easy to navigate and answers most questions.	25	60	50	13	3	26	177	56.3%
Budget related issues are resolved in a timely and effective manner.	38	83	34	7	6	10	178	72.0%
OPBA training materials and working sessions are an effective use of my time.	26	51	50	14	2	31	174	53.8%
OVERALL, I am satisfied with the service provided by OPBA staff.	41	93	29	6	3	5	177	77.9%
Totals	25.0%	43.6%	19.2%	4.6%	1.4%	6.2%	100.0%	

Figure 2

Questions 12 through 15 of the survey pertained to the OPBA. Of the 1036 responses to Question 12, only 212 of the respondents, or 21.33%, said they had contacted OPBA or used its services within the last twelve months. Of the 221, an even smaller number, between 174 and 181, depending on the statement, responded to the OPBA's nine statements (see Figure 2 above).

Over 70% thought the OPBA was aligned with UNM's mission, though the lone commenter on this topic noted, *"They are out of touch with what should be the mission of the University... education."*

Over 80% of the respondents considered OPBA responsive to email and phone queries, with professional and courteous staff who are knowledgeable in assisting with University budget and financial matters. One commenter said, *"The staff at the Budget Office are great. They quickly respond and are always willing to assist."* Another noted, *"Very helpful and positive staff who go above and beyond to help."* Still another wanted OPBA to be sensitive to the fact that the physical distance from main campus makes it difficult for branch campus staff *"to understand how things are run."*

Nearly 80% thought the OPBA was timely with communications with end users. A few commenters expressed difficulty in understanding OPBA's terminology. *"We aren't accountants who are familiar [with] the principles behind their processes. They use a lot of jargon and terms that are not understood."* A commenter criticized the OPBA's email communications for

¹ These favorable ratings were based on the sum of "Strongly Agree" and "Agree" responses for a statement, calculated as a percentage of the total number of responses minus the number of "N/A" responses for that statement.

containing unfamiliar acronyms and terms, which defeated the purpose of the communications and led to a tendency *“to ignore the emails.”*

Only 56.3 % thought that OPBA’s website was easy to navigate and provided answers to most questions. One commenter said, *“The website could be more navigable; it’s not easy to find the training aids/SOPs, etc.”* Of the 177 responses to this statement, however, 50 were *“Neutral”* and 26 were *“N/A,”* which amounted to almost 43% of the total.

Budget-related issues were resolved in a timely and effective manner according to 72% of the respondents, though one commenter observed, *“I oftentimes get the impression the person I’m talking to feels I should already know the answer and I’m wasting their time...I appreciate they have a very hard job and are very busy, but I only call when absolutely necessary.”* Another said, *“I have just contacted them for help in speedily approving JEs needed for funding of cost share accounts or to post losses and they have been helpful.”*

Slightly more than half the respondents, 53.8%, thought that the OPBA training materials and working sessions were an effective use of time. Of the 174 responses to this statement, 50 were *“Neutral”* and 31 were *“N/A.”* A fan of the working sessions thought they were *“GREAT initiatives,” “very helpful,”* and said *“please continue them!”* One commenter recommended that the OPBA *“offer more new employee training especially on simple functions like transferring money and journal vouchers.”* Another suggested that, *“Research faculty should be provided training in budget management from the time they start with UNM.”*

Overall satisfaction with the service provided by the OPBA staff was noted by 77.9% of the respondents. A different view was offered by a commenter who said, *“In some cases, personnel from OPBA starts work on projects with other departments around campus but doesn’t always finish working on projects till completion. This impacts others on the project as far as resources and time.”*

Although the vast majority of the survey respondents considered themselves unqualified to respond to the nine OPBA survey statements, even some self-selected respondents were confused about the functions of the OPBA, such as by believing the department handled Pcards or moving expense reimbursements. Another commenter was confused about whom to contact to create a plant fund index. Another said, *“Due to the overlapping of finance processes, it is unclear who to contact in finance processes.”* This points to a need to better delineate and communicate the functions of some of the departments that were the subject of the survey.

Financial Services

FINANCIAL SERVICES								
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	% Favorable
My interactions with staff in the Financial Services Division are generally positive.	128	276	102	57	14	14	591	70.0%
I receive prompt response to questions I pose to staff in the Financial Services Division offices.	119	248	106	74	22	20	589	64.5%
Main Campus Core Office document approvals are timely once all initiating department approvals have occurred.	81	192	131	64	22	100	590	55.7%
I can easily find information related to University Administration Policies or procedures on the various Financial Services departmental websites.	77	220	143	81	26	38	585	54.3%
I receive prompt service from the Financial Services Division personnel.	103	249	122	75	17	22	588	62.2%
Communications I receive from staff in Financial Services are professional and easy to understand.	104	254	123	62	27	19	589	62.8%
Totals	17.3%	40.7%	20.6%	11.7%	3.6%	6.0%	100.0%	

Figure 3

Questions 16 through 18 of the survey pertained to Financial Services, which includes eight separate departments: Account Payable, Contract and Grant Accounting Main, Finance Systems Management, Payroll, Purchasing, Students Accounts Receivable, Student Cashiering, and Unrestricted Accounting Main. As one commenter noted, *“It is unfair to group so many departments under one evaluation area.”*

Of the 996 responses to Question 16, nearly two-thirds, 63.15%, said they had contacted Financial Services or used its services during the past twelve months. For the six statements that Financial Services included in its section of the survey (see Figure 3 above), there were between 585 and 591 respondents, depending on the statement.

Interactions with Financial Services were deemed favorable by 70% of respondents, with one commenter observing, *“Good job done by all.”* Another noted, *“There is one thing I would not change and that is the Purchasing newsletter.”* Several commenters mentioned the problems caused by being short-staffed and overworked: *“High turnover rates in some areas have caused inefficiencies in processes.... That being said, the staff members in the central offices are hardworking and do the best they can, given their current situation.”* Another noted *“excellent staff, yet it seems that they are under extreme and constant pressure.”* This was echoed by a commenter who said, *“They sometimes seem aloof and disinterested, although I feel the real issue is that they are overworked.”* Another added, *“They need more training and help.”*

Nearly 65% of respondents said they received prompt responses to questions posed to Financial Services staff. A commenter said, *“There are numerous people at the Financial Services Division who are very knowledgeable and professional. I try to learn from them, which avoids constant contact.”* A commenter suggested that, *“Perhaps some email etiquette lessons are in order, as it can feel harsh, and that affects people working well together...Again, they are hard-working, good people, and end result is good, [but the] communication process can be painful. They are not the center of UNM—we are all part of the puzzle.”* Still another noted, *“Overall*

the mindset seems to be one of risk elimination, which is of course impossible, rather than risk management.”

Over 55% of respondents considered Financial Service’s document approvals timely. One observed that *“Promptness, timeliness, and clarity are inconsistent. It just depends on who you get and when.”* Another said, *“I would hope that sometime soon a system can be incorporated where information only needs to be submitted once and that information will be transferred to all involved areas of Financial Services. I spend a lot of time submitting information over and over for the same transaction.”*

Nearly 55% of respondents could easily find information related to University Administrative Policies or procedures on the Financial Services’ websites. A commenter said, *“Contracts and Grants and Pre-Award are the most difficult to deal with as there is no way to know what their policies and procedures are.”* Another said, *“I have found several documents...on the PCard website that were incorrect. I have no way of knowing that they are incorrect if they are still accessible.”* One noted, *“Some links on the Financial Services website are outdated and some job aids need to be updated.”* Another said, *“It would be helpful for [Payroll] to have more information on their site regarding guidelines and how they manage deductions when late payments are processed.”* Another said, *“Their policies and procedures seem to change often and they don’t do an effective job of communicating these changes.”*

Prompt service by Financial Services staff was noted by 62.2% of respondents. A commenter said, *“My experience has varied greatly from division to division and person to person within Financial Services. A few people are very prompt to reply with clear instructions. Sometimes the reply is prompt, instructions aren’t clear. Frequently, the reply is only received after numerous requests for status updates.”*

Communications from Financial Services staff were considered professional and easy to understand by 62.8% of the respondents. A number of commenters focused on Pcards. A commenter helpfully suggested, *“It would be more productive if an expert PCard user could become available to personalize assistance when needed, without taking away access to PCard. FastInfo and Learning Central trainings are useful for beginners but definitely not enough. Staff needs to have access to those who can provide support to success rather than to those who disempower them.”* Another noted, *“I’ve contacted the PCard office on a number of occasions since joining the University and have had several less than positive experiences...I’ve called to ask questions regarding policies and procedures for clarification and have been consistently met with a negative attitude that seems to jump to the conclusion that I’ve done something wrong.”* A commenter observed, *“I have had very good responses and customer service from each department EXCEPT Contract and Grant Accounting.”* In contrast, another said, *“All core office departments are responsive, but we receive exceptional customer service from the Contract and Grant Accounting department.”*

Human Resources

HR	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	% Favorable
I receive timely responses to my questions from HR staff.	194	280	65	55	34	11	639	75.5%
HR staff partners with me to find appropriate HR solutions for me and/or my organization.	175	220	114	53	42	32	636	65.4%
The issue with which I contacted HR was effectively addressed with HR's assistance.	185	236	80	67	47	17	632	68.5%
OVERALL, I am satisfied with the service provided by HR staff in the past 12 months.	174	261	85	61	50	5	636	68.9%
Totals	28.6%	39.2%	13.5%	9.3%	6.8%	2.6%	100.0%	

Figure 4

Questions 19 through 22 of the survey pertained to Human Resources. Of the 972 responses to Question 19, 658 of the respondents, or 67.7%, said they had contacted HR or used its services during the last twelve months. HR included four statements in its section of the survey (see Figure 4 above). Between 637 and 644 responded to the four statements, depending on the statement.

Similar to other large departments surveyed, respondents had difficulty responding to the statements that evaluated HR as a whole, rather than the individual divisions. As one commenter observed, *“Again, you can’t lump all these together.”*

Over three-quarters of the respondents, 75.5%, said they had received timely responses from HR staff. A commenter said, *“I work with UNM HR staff very frequently, almost daily.... They are always there to answer questions and provide helpful guidance. They really care about their jobs and it shows.”* Another added, *“Very timely, answers the phone. Even the admin staff at the front desk are competent and can answer FAQ without transferring to several different phone trees. Customer service is awesome.”* A dissenter said that HR is, *“Too slow, too parochial, too risk averse.”*

Nearly two-thirds of the respondents, 65.4%, thought that HR partnered with them to find appropriate solutions. A commenter said, *“I found the temp-to-hire process to be extremely efficient and easy. I feel like they saved us A LOT of time and energy when we were looking to fill a vacant position.”* Another lamented that, *“There is absolutely NO objectivity or independence when investigating employee grievances and employee issues”* which *“exposes the University to great risk.”* One commenter was *“very frustrated with the hiring process for staff I need to hire for my grants.”*

HR effectively addressed issues according to 68.5% of the respondents. A commenter said, *“There is a perception that HR responds to crises and negative public scandals at UNM by creating evermore complicated procedures and policy additions to remedy the problems on paper... This creates a bureaucratic nightmare to complete even the simplest transaction unless one has sufficient budget or a high enough ranking to cut through the red tape.”*

Overall satisfaction with HR was 68.9%. One commenter said, *“Do not change the monthly meetings, perhaps include more HR general users.”* Several commenters mentioned the HR newsletters: *“Sending out important HR news through the online newsletter format doesn’t work well....This also doesn’t work too well on most mobile devices I’ve tried.”* *“The HR monthly newsletter that is sent to employees is email is not accessible to me as a blind person.”* Some commenters mentioned HR’s policies and noted a “subjective interpretation of policy” and that “HR policies and procedures are confusing and poorly communicated with end users.”

As with all five departments, commenters from branch campuses had concerns about the services provided to them: *“HR has a very difficult time with concerns from branch campuses.”* *“[W]e still find ourselves arguing that somewhat different comparison points should be used when evaluating requests from the branches.”* *“Changes in policy do not usually take branch campuses into account. We are the afterthought.”*

Information Technologies

IT	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	% Favorable
Desktop Telephone Services are available and reliable when needed.	144	285	81	39	23	86	658	75.0%
UNM Mobile Phone Services are available, reliable and responsive when I need them.	76	148	97	25	14	291	651	62.2%
UNM's Wired Network is available, reliable and responsive when needed.	112	294	90	78	38	44	656	66.3%
UNM's Wireless (Wi-Fi) Network is available, reliable and responsive when I need it.	46	177	100	168	128	36	655	36.0%
UNM's Reporting Environment provides me with the information I need to manage my unit.	45	169	152	47	39	200	652	47.3%
I am satisfied with Microsoft 0365/LoboMail.	95	249	138	75	66	30	653	55.2%
Banner and its related Administrative Tools provide me with the information I need for myself and my unit.	55	263	139	62	29	102	650	58.0%
Phone Support is responsive and helpful when I need it.	108	259	125	69	36	59	656	61.5%
On-Line Information is available, up to date, and informative.	55	233	165	104	56	41	654	47.0%
Computer & Software Purchases, through UNM IT, satisfy my departmental needs.	81	210	119	50	38	155	653	58.4%
I am satisfied with UNM IT overall	82	274	163	86	51	4	660	54.3%
Totals	12.5%	35.6%	19.0%	11.2%	7.2%	14.6%	100.0%	

Figure 5

Questions 23 through 25 of the survey pertained to IT. Of the 963 responses to Question 23, 674, or 69.99%, said they had contacted IT or used any of its services during the past twelve months. Between 650 and 660, depending on the statement, responded to IT's eleven statements (see Figure 5 above).

The statement on the availability and reliability of desktop telephone services was agreed to by 75% of the respondents, with one commenter saying *"the phone service...is phenomenal."* Another noted, *"Desktop telephones are too expensive for our team so they were taken away from us."* Another said, *"Desktop telephone services are difficult to communicate with; recent requests for new phones/changes to existing phone programming have been nothing short of fiascos."* One commenter said, *"The portal for requesting desktop phone service with UNM is awful."* A smaller percentage, 62.2% of the respondents, agreed that UNM's mobile phone services are available, reliable, and responsive when needed. A commenter complained, *"Mobile Phones has been billing me for several (3+) years for a phone turned in 5 YEARS ago!"*

Over two-thirds of the respondents, 66.3%, found UNM's wired network to be available, reliable, and responsive when needed. As one commenter said, *"The UNM networking physical infrastructure is great."* In sharp contrast, only 36% of respondents found UNM's wireless network to be available, reliable, and responsive when needed, as suggested by commenters who said: *"The wireless network is more than useless,"* *"WiFi is intermittent at best,"* and *"The wireless on campus—ouch."* These sentiments were echoed by many commenters.

Slightly less than half of the respondents, 47.3%, found that UNM's reporting environment provided them with the information they needed to manage their units. A commenter said, *"I wish there was more support and training for running different types of reports, or just an expert that is available to help with reporting questions."* Another said, *"Saying goodbye to IDEA and hello to EvaluationKIT has been monumentally wonderful!!! THANK YO SO MUCH FOR THAT!!!!!"*

Over half of the respondents, 55.2%, were satisfied with LoboMail. One commenter complained, *"It is very difficult to sync my cell phone with UNM LoboMail. I find the process frustrating."* Another said, *"LoboMail is 10 year old technology we never should have adopted."* Others noted *"Outlook is a horrible interface"* and *"LoboMail often is slow, unresponsive to the point that I have to log out and back in to access emails."*

A similar percentage, 58%, found that Banner and its administrative tools provided information they needed for themselves and their units. A commenter said, *"Generally we have been very satisfied. Banner is the only 'bump' but we can usually work our way through the problem to resolution."* Another observed, *"Coming from private industry prior to UNM, I find Banner to be very restrictive and not intuitive for the employees or the administrative business area I work in."* A commenter noted, *"Banner always goes down during high use times."*

Phone support was deemed responsive and helpful by 61.5% of the respondents. One commenter said, *"Phone support is wonderful—friendly and efficient."* Another observed, *"When calling customer support, the first thing was 'your netid.' It would have been much more pleasant if the representative said 'Good morning. How may I help you today.'"* Another suggested, *"Better training for front line support for customer service as the overall portfolio of services that IT provides is complex and dynamic."*

Less than half of the respondents, 47%, considered IT's on-line information to be up to date and informative. A commenter noted, *"Instead of having a page called, 'Telephone User Directions' or something like that, you had to 'know' to go to a link called 'FastInfo Knowledge Base' and then there were no directions available for admittedly simple questions."* Another said, *"IT website is extremely difficult to navigate and the new help.unm.edu tool is ridiculously cumbersome."* Another observed that the *"Help request system is not entirely decipherable—doesn't cover all possibilities. Therefore, once a request is made, multiple follow up interactions have been required."* Another commented, *"As a user I must call IT to get status on my ticket which triggers another ticket being opened."*

Purchasing computer and software through IT satisfied the departmental needs of 58.4% of the respondents. A commenter said, *"Software purchasing is a great experience, where my concerns are met quickly and efficiently."* Another noted, *"Software is frequently offered more cheaply online outside of the UNM system."*

Overall satisfaction with IT was noted by 54.3% of the respondents. An enthusiastic commenter said, *"Love IT! Love their products. LOVE their responsiveness!!!!. Not so fond of having to change my password every 6 months."* A commenter said, *"No real concerns. UNM IT overall provides excellent support."* Another observed, *"The people are great; the systems stink."*

Institutional Support Services

ISS	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total Responses	% Favorable
I have had a favorable experience with the Office of the VP for Institutional Support Services.	75	123	74	8	6	91	377	69.2%
When I report a facility issue, it is corrected in a timely fashion.	59	158	49	15	15	51	347	73.3%
Overall, I feel that the physical environment (buildings, grounds, etc.) of the UNM Campus are properly maintained.	81	172	57	21	21	6	358	71.9%
I have had a favorable experience working with the Office of Capital Projects.	46	82	67	7	7	164	373	61.2%
I have had a favorable experience when ordering supplies through the Requisitions Department at the UNM Bookstores.	84	134	43	3	3	106	373	81.6%
I have had a favorable experience working with the Real Estate Department.	29	45	68	7	7	214	370	47.4%
Parking and Transportation Services staff assist me with finding the best parking solutions for our students, staff, faculty, and visitors.	61	121	62	31	31	71	377	59.5%
Totals	16.9%	32.4%	16.3%	3.6%	3.5%	27.3%	100.0%	

Figure 6

Questions 26 through 29 pertained to ISS, which is comprised of numerous units, including the Bookstores, Faculty Staff Club, Golf Courses, KNME, Office of Capital Projects, Parking and Transportation Services, Physical Plant Department, Planning and Campus Development, Popejoy Hall, Real Estate, Student Housing, and Ticketing Services, all of which report to the Associate Vice President for Institutional Support Services.

Of the 955 responses to Question 26, 386 respondents, or 40.42%, said that they had contacted ISS or used any of its services during the past twelve months (see Figure 6 above). The number of survey participants who responded to ISS's seven statements ranged from 347 to 377, depending on the statement.

Favorable experiences with the Office of the Vice President for ISS were reported by 69.2% of the respondents. A commenter said, *"All ISS staff I have encountered are committed hardworking employees with huge work loads and responsibilities managed professionally and well."* Another suggested that ISS *"assess and evaluate the project management services for efficiency, redundancy, and duplication of services... and possibly create ONE Project Management Unit."*

Almost three-quarters of the respondents, 73.3%, said that when they reported a facility issue, it was corrected in a timely fashion. One commenter noted that, *"Our facilities staff has been outstanding. The only reason I voted neutral is I think they're grossly understaffed. Sometimes things go unfixed for an extended period but I know it isn't because they're not being efficient and productive."* Another observed, *"PPD does a remarkably good job considering all the areas they are responsible for."* A commenter complained, *"Our building has had an issue this year with our lighting ballasts... The person who comes to change the bulbs usually leaves without telling anyone that he is forwarding the issue on, so we don't know the status of our requests."*

Another noted, *"I complained about the ducting system in Northrup Hall and the thick layer of something other than dust it continually spews out covering every surface in my and other offices in a thin layer of black sooty material."* Someone came to clean up the soot, but did not address the problem.

Overall, the physical environment of the UNM campus was viewed as properly maintained by 71.9% of the respondents. One commenter said, *"I am proud of the appearance of my own space and the general campus—especially our beautiful landscaping."* Others noted confusion about who maintains laboratory space and concern *"with the trend for Physical Plant to more narrowly define its services. Frankly, we cannot separate our spaces into research and teaching. Failing to maintain expensively built spaces is absurd."* Another respondent wished to *"personally compliment every person I interact with, and that does an excellent job, but there are too many."* Another said, *"I wish UNM could find a way to address the many serious infrastructure problems on campus more systematically (which of course would require a great deal of money)."*

A favorable experience working with the Office of Capital projects was reported by 61.2% of the respondents. One commenter said the office *"has been very helpful in justifying capital project requests and long term planning."* Another said, *"We recently had Capital Projects draw plans to convert one large room into 4 offices. It turns out there were flaws in the design and it must be redone. That project is now 1 week behind."*

Over 80% of the respondents, 81.6%, had a favorable experience ordering supplies through the Requisitions Department at the UNM Bookstores. A commenter said, *"The Bookstore does an amazing job! You cannot beat their assistance and quick delivery."* Another said, *"The staff is courteous and knowledgeable."* Still another said, *"The bookstore has been great, especially the technology store—they've made dealing with large computer orders completely painless."* One observed, *"The bookstore merchandise is overpriced—the service is good—but the goods are too expensive."*

Slightly under half of the respondents, 47.4%, had a favorable experience working with the Real Estate Department. Notably, of the 370 responses to this statement, over three-quarters selected "Neutral" (68 respondents) and "N/A" (214 respondents), indicating that many of the respondents had no contact with the department. The only comment provided on Real Estate was, *"Real Estate has been very helpful in negotiating and working on leased facilities."*

Nearly 60% of the respondents, 59.5%, said that Parking and Transportation Services (PATS) staff assisted them with finding the best parking solutions for their students, staff, faculty, and visitors. As one commenter noted, *"PATS has been an excellent resource to me on multiple projects, and I cannot thank them enough for that."* Another said, *"I believe the Parking and Transportation staff, both on the ground and in the offices, need to better understand customer service."* One noted *"staff parking is non-existent. As a new employee, I am now on a 2-4 year wait list."* Several respondents complained about the "L" lot at the Law School, saying that it was oversold by 30% and used by "M" permit holders. A commenter said, *"I appreciated it when PATS gave a 'parking holiday' allowing us to park in lots closer to our offices when students were not on campus. What an excellent, low cost way to show UNM values staff."*