CAO SSC - Vice Provost and Director Survey
March 2015 (44/88 or 50% response rate)

Responses by Question

- My payroll funding changes are processed in a timely manner. 97% 3%
- My SSC Finance staff have enough knowledge and expertise to answer my questions. 95% 5%
- My emails and phone calls are answered or returned in a timely manner. 95% 5%
- My travel is processed in a timely manner. 94% 6%
- I receive adequate assistance in regard to approving my employee’s time in the HR system. 94% 6%
- My purchasing is handled in a timely manner. 93% 7%
- I am satisfied with the process of hiring staff. 91% 9%
- I meet frequently enough with my SSC staff. 90% 10%
- My SSC HR staff have enough knowledge and expertise to answer my questions. 89% 11%
- I am satisfied with the process of hiring or appointing students. 88% 12%
- If I encounter a problem, it is resolved quickly and to my satisfaction by the SSC. 88% 12%
- I am asked a reasonable number of questions in order to process my transactions. 87% 13%
- I am satisfied with the monitoring/tracking of funds for student employees. 76% 24%
- The budget reports that I receive from the SSC are timely and enable me to manage by budget. 71% 29%

Note: The response rate varies by question based on which services each unit receives.