

## Switchboard

**Student Survey  
Spring 2002, Spring 2003**

Response Time						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	7	3.3%	6	3.7%	1	-0.4%
Fair	19	9.0%	13	8.0%	6	0.9%
Average	55	25.9%	47	29.0%	8	-3.1%
Good	78	36.8%	49	30.2%	29	6.5%
Excellent	53	25.0%	47	29.0%	6	-4.0%
<b>Total</b>	<b>212</b>	<b>100.0%</b>	<b>162</b>	<b>100.0%</b>	<b>50</b>	<b>0.0%</b>
Never Used	178	38.9%	157	43.5%	21	-4.5%
Missing	67	14.7%	42	11.6%	25	3.0%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Response Time					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>131</b>	<b>61.8%</b>	<b>96</b>	<b>59.3%</b>	<b>35</b>	<b>2.5%</b>

Initial Greeting						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	6	2.8%	4	2.4%	2	0.4%
Fair	20	9.4%	12	7.3%	8	2.1%
Average	49	23.1%	43	26.2%	6	-3.1%
Good	81	38.2%	58	35.4%	23	2.8%
Excellent	56	26.4%	47	28.7%	9	-2.2%
<b>Total</b>	<b>212</b>	<b>100.0%</b>	<b>164</b>	<b>100.0%</b>	<b>48</b>	<b>0.0%</b>
Never Used	177	38.7%	149	41.3%	28	-2.5%
Missing	68	14.9%	48	13.3%	20	1.6%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Initial Greeting					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>137</b>	<b>64.6%</b>	<b>105</b>	<b>64.0%</b>	<b>32</b>	<b>0.6%</b>

Friendliness & Courtesy of Operator						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	6	2.9%	6	3.7%	0	-0.8%
Fair	15	7.2%	10	6.1%	5	1.1%
Average	43	20.7%	36	22.1%	7	-1.4%
Good	88	42.3%	56	34.4%	32	8.0%
Excellent	56	26.9%	55	33.7%	1	-6.8%
<b>Total</b>	<b>208</b>	<b>100.0%</b>	<b>163</b>	<b>100.0%</b>	<b>45</b>	<b>0.0%</b>
Never Used	177	38.7%	151	41.8%	26	-3.1%
Missing	72	15.8%	47	13.0%	25	2.7%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Friendliness & Courtesy of Operator					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>144</b>	<b>69.2%</b>	<b>111</b>	<b>68.1%</b>	<b>33</b>	<b>1.1%</b>

**Student Survey  
Spring 2002, Spring 2003**

Accuracy of Information Received						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	4	1.9%	9	5.6%	-5	-3.7%
Fair	20	9.5%	7	4.3%	13	5.2%
Average	52	24.8%	40	24.7%	12	0.1%
Good	87	41.4%	59	36.4%	28	5.0%
Excellent	47	22.4%	47	29.0%	0	-6.6%
<b>Total</b>	<b>210</b>	<b>100.0%</b>	<b>162</b>	<b>100.0%</b>	<b>48</b>	<b>0.0%</b>
Never Used	178	38.9%	150	41.6%	28	-2.6%
Missing	69	15.1%	49	13.6%	20	1.5%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Accuracy of Information Received					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>134</b>	<b>63.8%</b>	<b>106</b>	<b>65.4%</b>	<b>28</b>	<b>-1.6%</b>

Ease of Reaching Requested Offices						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	15	7.2%	8	5.0%	7	2.3%
Fair	21	10.1%	13	8.1%	8	2.1%
Average	52	25.1%	39	24.2%	13	0.9%
Good	75	36.2%	55	34.2%	20	2.1%
Excellent	44	21.3%	46	28.6%	-2	-7.3%
<b>Total</b>	<b>207</b>	<b>100.0%</b>	<b>161</b>	<b>100.0%</b>	<b>46</b>	<b>0.0%</b>
Never Used	181	39.6%	152	42.1%	29	-2.5%
Missing	69	15.1%	48	13.3%	21	1.8%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Ease of Reaching Requested Offices					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>119</b>	<b>57.5%</b>	<b>101</b>	<b>62.7%</b>	<b>18</b>	<b>-5.2%</b>

Ease of Reaching Staff Members						
Response	2003		2002		Difference	
	Count	Percent	Count	Percent	Count	Percent
Poor	16	7.8%	8	5.1%	8	2.7%
Fair	27	13.1%	16	10.2%	11	2.9%
Average	47	22.8%	37	23.6%	10	-0.8%
Good	65	31.6%	55	35.0%	10	-3.5%
Excellent	51	24.8%	41	26.1%	10	-1.4%
<b>Total</b>	<b>206</b>	<b>100.0%</b>	<b>157</b>	<b>100.0%</b>	<b>49</b>	<b>0.0%</b>
Never Used	182	39.8%	155	42.9%	27	-3.1%
Missing	69	15.1%	49	13.6%	20	1.5%
<b>Total</b>	<b>457</b>	<b>100.0%</b>	<b>361</b>	<b>100.0%</b>	<b>96</b>	<b>0.0%</b>

Ease of Reaching Staff Members					
2003		2002		Difference	
Count	Percent	Count	Percent	Count	Percent
Percent of Good/Excellent Responses					
<b>116</b>	<b>56.3%</b>	<b>96</b>	<b>61.1%</b>	<b>20</b>	<b>-4.8%</b>