Main Campus Parent Customer Service Survey Results

Number of Respondents	2011 71	2010 36	2009 98	2008 66
Admissions Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	77%	75%	85%	69%
	18%	17%	10%	24%
	3%	8%	5%	7%
	0%	0%	0%	0%
	2%	2%	0%	0%
Business Office Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	74%	74%	85%	67%
	16%	14%	7%	27%
	9%	9%	5%	6%
	0%	0%	2%	0%
	2%	3%	1%	0%
Faculty Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	78% 18% 3% 0% 1%	79% 18% 3% 0% 0%	88% 7% 5% 0%	70% 25% 5% 0% 0%
Financial Aid Office Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	75%	76%	84%	66%
	21%	9%	5%	29%
	3%	9%	8%	5%
	0%	3%	1%	0%
	1%	3%	2%	0%
Registrar Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	73% 23% 4% 0% 0%	79% 15% 6% 0%	81% 15% 4% 0%	62% 28% 10% 0%
Student Life Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	78%	82%	87%	66%
	19%	15%	10%	29%
	3%	0%	3%	5%
	0%	0%	0%	0%
	0%	3%	0%	0%
Spirit Shop Highest Rating #5 Doing Great Above Average #4 Average #3 Below Average #2 Need Help #1	68% 21% 11% 0% 0%	85% 15% 0% 0%	81% 13% 5% 1% 0%	68% 25% 7% 0% 0%

IT/Laptop				
Highest Rating #5 Doing Great	72%	71%	80%	69%
Above Average #4	31%	24%	13%	26%
Average #3	7%	0%	7%	5%
Below Average #2	0%	5%	0%	0%
Need Help #1	0%	0%	0%	0%
How well did USM respond to your son	's or daughte	er's nee	ds?	
Highest Rating #5 Doing Great	68%	66%	78%	62%
Above Average #4	24%	26%	19%	28%
Average #3	7%	8%	3%	9%
Below Average #2	0%	0%	0%	0%
Need Help #1	1%	0%	0%	1%
Overall, did you find it easy to do busin	oce with HS	MO		
Highest Rating #5 Doing Great	69%	65%	80%	66%
Above Average #4	21%	32%	17%	28%
Average #3	9%	3%	3%	5%
	0%			
Below Average #2		0%	0%	0%
Need Help #1	1%	0%	0%	1%