

## Human Resources - Customer Satisfaction Survey - 2008

			Average					Count
			Jul '07-Sep '07	Oct '07 - Dec '07	Jan '08 - Mar '08	Apr '08 - Jun '08	Overall	
Customer Satisfaction_data								
Courtesy	E	'Customer Satisfaction_data'!E:E	4.00	3.00	3.56	3.50	3.62	50
Interest	F	'Customer Satisfaction_data'!F:F	3.82	3.00	3.50	3.33	3.54	50
Knowledge	G	'Customer Satisfaction_data'!G:G	3.88	3.13	3.44	3.50	3.56	50
Quality	H	'Customer Satisfaction_data'!H:H	3.76	3.25	3.35	3.50	3.53	51
Timeliness	I	'Customer Satisfaction_data'!I:I	3.53	3.13	3.38	3.33	3.42	50
Overall	J	'Customer Satisfaction_data'!J:J	3.76	3.13	3.56	3.50	3.58	50

## NEO

NEO_data								
Rating	E	'NEO_data'!E:E						
Expectations	F	'NEO_data'!F:F						434
Y			115	85	96	92	424	
N			4	5	0	1	10	
% Y's			96.64%	94.44%	100.00%	98.92%	97.70%	
Objectives	H	'NEO_data'!H:H						432
Y			116	90	96	89	427	
N			2	0	0	3	5	
% Y's			98.31%	100.00%	100.00%	96.74%	98.84%	
Instructor	K	'NEO_data'!K:K	4.47	4.32	4.52	4.25	4.39	434
Content	L	'NEO_data'!L:L	4.29	4.28	4.40	4.25	4.29	432
Material	M	'NEO_data'!M:M	4.33	4.29	4.40	4.25	4.31	434
Organization	N	'NEO_data'!N:N	4.35	4.20	4.41	4.17	4.27	434
Aids	O	'NEO_data'!O:O	4.30	4.21	4.41	4.09	4.25	433
Length	P	'NEO_data'!P:P	3.84	3.84	4.07	3.68	3.85	434
Facilities	Q	'NEO_data'!Q:Q	4.31	4.38	4.35	4.29	4.30	434
Refreshments	R	'NEO_data'!R:R	4.21	4.13	4.16	4.01	4.11	432

## Employee Development Trainings

		EmpDev_data						
Rating	E	'EmpDev_data'!E:E						
Expectations	F	'EmpDev_data'!F:F						2608
Y			340	753	334	758	2381	
N			34	83	55	41	227	
% Y's			90.91%	90.07%	85.86%	94.87%	91.30%	
Objectives	H	'EmpDev_data'!H:H						2607
Y			358	819	370	789	2540	
N			16	17	18	10	67	
% Y's			95.72%	97.97%	95.36%	98.75%	97.43%	
Instructor	K	'EmpDev_data'!K:K	4.53	4.51	4.57	4.56	4.53	2610
Content	L	'EmpDev_data'!L:L	4.33	4.34	4.27	4.40	4.34	2610
Material	M	'EmpDev_data'!M:M	4.21	4.18	4.16	4.33	4.23	2577
Organization	N	'EmpDev_data'!N:N	4.33	4.30	4.31	4.40	4.34	2610
Aids	O	'EmpDev_data'!O:O	4.20	4.18	4.20	4.33	4.21	2511
Length	P	'EmpDev_data'!P:P	4.12	4.15	3.97	4.28	4.15	2608
Facilities	Q	'EmpDev_data'!Q:Q		3.20	4.31	4.34	4.29	556
Refreshments	R	'EmpDev_data'!R:R			4.42	4.45	4.43	551