

**2007 Survey  
San Marcos  
Mail**

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Dont Know	Total	Average Score	CSU 2007 Average
Timeliness of mail deliveries to your office	4 3.9%	2 1.9%	5 4.9%	42 40.8%	47 45.6%	3 2.9%	103 100.0%	4.26	
Timely distribution of on-campus mail	4 3.9%	4 3.9%	4 3.9%	49 48.0%	38 37.3%	3 2.9%	102 100.0%	4.14	
Information or training on mail preparation	5 4.9%	5 4.9%	12 11.8%	27 26.5%	21 20.6%	32 31.4%	102 100.0%	3.77	
Staff Courtesy	4 3.9%	2 1.9%	3 2.9%	20 19.4%	59 57.3%	15 14.6%	103 100.0%	4.45	
Staff Knowledge	3 2.9%	0 0.0%	3 2.9%	28 27.2%	50 48.5%	19 18.4%	103 100.0%	4.45	
Prompt attention to special request(s)	3 2.9%	1 1.0%	3 2.9%	22 21.4%	47 45.6%	27 26.2%	103 100.0%	4.43	
Overall quality of Mail Distribution services	3 2.9%	2 1.9%	7 6.8%	42 40.8%	46 44.7%	3 2.9%	103 100.0%	4.26	

**2007 Survey  
San Marcos  
Mail**

