Titan Shops sells school and tech supplies, textbooks, Titan Gear, and convenience store snacks/drinks. Services include online ordering, computer repair, and payment plans for supplies.

**STRENGTHS**
- Accessible to Customers
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

**IMPROVEMENT OPPORTUNITIES**
- Facilitates Problem Resolution
- Responds to Requests in Timely Manner
- Understands My Needs & Requirements

**Mean Scores**
- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent

**Overall Satisfaction**
- Mean Score: 4.18
- Respondents: 2,642

**Moving in a Positive Direction to Meet Customer Needs**
- Mean Score: 4.22
# Question | Mean Score | 2020 change from prior year
--- | --- | ---
1 Thinking of your OVERALL experience with Titan Shops, how would you rate your satisfaction with it during the past 12 months? | 4.21 | 4.24 | 4.18
2 Understands my needs | 4.21 | 4.25 | 4.17
3 Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 4.22 | 4.24 | 4.20
4 Responsive to requests within an acceptable time frame | 4.22 | 4.24 | 4.19
5 Provides effective support, guidance, products, and/or tools | 4.24 | 4.27 | 4.22
6 Facilitates problem resolution | 4.22 | 4.23 | 4.19
7 Effectively uses department’s website to provide up-to-date information and services | 4.15 | 4.11 | 4.09
8 Effectively communicates about products and services | 4.15 | 4.16 | 4.13
9 Knowledgeable staff | 4.24 | 4.26 | 4.22
10 Helpful, courteous staff | 4.33 | 4.37 | 4.36
11 Moving in a positive direction to better meet my needs | 4.22 | 4.25 | 4.22

**Mean Scores**
- Below 3.00 - Low
- 3.00 to 3.59 - Marginal
- 3.60 to 4.29 - Good
- 4.30 & above - Excellent

**Overall Satisfaction**
Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?

- Extremely Satisfied: 37%
- Very Satisfied: 47%
- Somewhat Satisfied: 15%
- Not Very Satisfied: 7%
- Not at all Satisfied: 0%

**Standard Deviation**: 0.75

**Change from prior year is statistically significant**

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