

Treasury Management Performance Questionnaire Results

July 2011

Number of Respondents = 42

Grading Scale

1 = Strongly Agree 2 = Agree 3 = Somewhat Agree 4 = Somewhat Disagree

5 = Disagree 6 = Strongly Disagree

<u>Questions</u>	<u>Score</u>
1) Treasury Management staff make themselves readily accessible to their clients.	2.00
2) Treasury Management staff act with integrity and maintain high ethical standards.	1.52
3) Treasury Management staff are efficient in facilitating transactions and act quickly to meet their clients' needs.	2.50
4) Treasury Management staff, first and foremost, act in the University's best interest before considering the interest of any specific department or unit.	1.77
5) Treasury Management staff value and respect the time and expertise of others.	2.02
6) Treasury Management staff pursue innovative solutions to their clients' requests.	2.03
7) Treasury Management staff establish open and transparent communication with their clients to provide clarity about their services and how they can benefit the client.	2.27
8) The services provided by the Treasury Management staff assist departments in achieving the University's mission.	1.97
9) I am very satisfied with the services Treasury Management has provided our department and the working relationship I have developed with the Treasury.	2.21