

EBSCO Information Services

- Answered: 13 Skipped: 4

	Excellent	Good	Fair	Poor	Total	Average Rating
Quality of Goods/Services Received	53.85% 7	46.15% 6	0% 0	0% 0	13	3.54
Timeliness of Delivery or Performance	46.15% 6	53.85% 7	0% 0	0% 0	13	3.46
Responsiveness of vendor to Needs/Problems	46.15% 6	46.15% 6	7.69% 1	0% 0	13	3.38
Reasonableness of charges for Goods/Services	38.46% 5	61.54% 8	0% 0	0% 0	13	3.38
Documentation of Service for Goods/Services	46.15% 6	53.85% 7	0% 0	0% 0	13	3.46
Overall Rating of Vendor Performance	46.15% 6	53.85% 7	0% 0	0% 0	13	3.46

Wolper Subscription Services

- Answered: 0 Skipped: 17

! No matching responses.

	Excellent	Good	Fair	Poor	Total	Average Rating
Quality of Goods/Services Received	0% 0	0% 0	0% 0	0% 0	0	0.00
Timeliness of Delivery or Performance	0% 0	0% 0	0% 0	0% 0	0	0.00
Responsiveness of vendor to Needs/Problems	0% 0	0% 0	0% 0	0% 0	0	0.00
Reasonableness of charges for Goods/Services	0% 0	0% 0	0% 0	0% 0	0	0.00
Documentation of Service for Goods/Services	0% 0	0% 0	0% 0	0% 0	0	0.00
Overall Rating of Vendor Performance	0% 0	0% 0	0% 0	0% 0	0	0.00

MALIA VENDOR EVALUATION SURVEY: SERIALS AND SUBSCRIPTIONS
2/3/2014

W.T. Cox

- Answered: 7 Skipped: 10

	Excellent	Good	Fair	Poor	Total	Average Rating
Quality of Goods/Services Received	85.71%	14.29%	0%	0%	7	3.86
Timeliness of Delivery or Performance	71.43%	28.57%	0%	0%	7	3.71
Responsiveness of vendor to Needs/Problems	57.14%	42.86%	0%	0%	7	3.57
Reasonableness of charges for Goods/Services	57.14%	42.86%	0%	0%	7	3.57
Documentation of Service for Goods/Services	71.43%	28.57%	0%	0%	7	3.71
Overall Rating of Vendor Performance	57.14%	42.86%	0%	0%	7	3.57