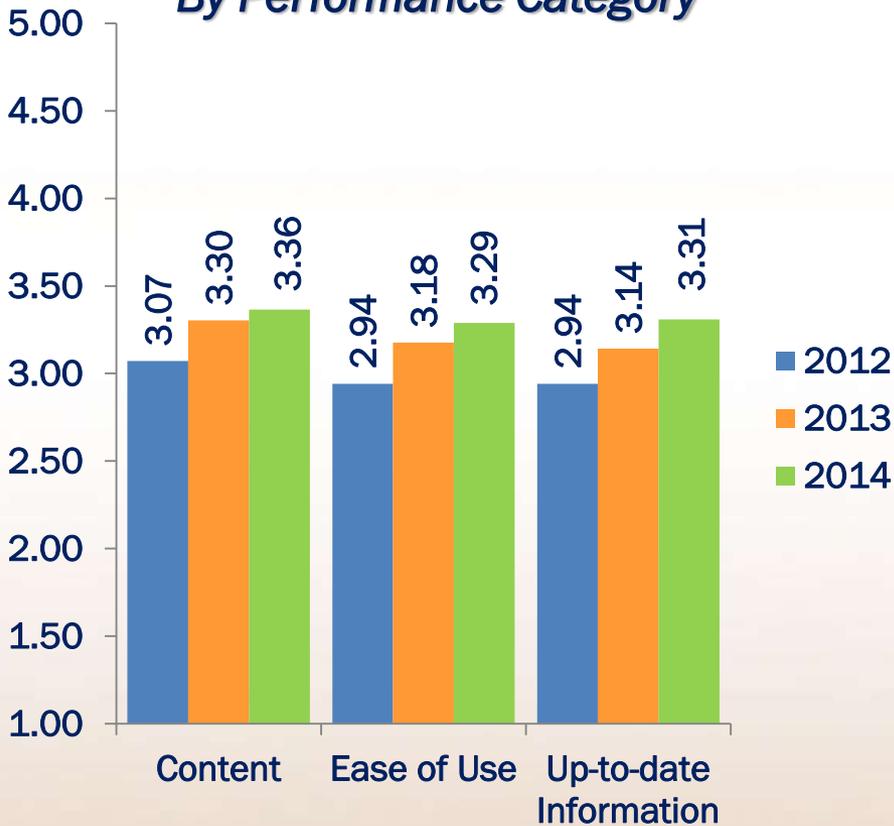


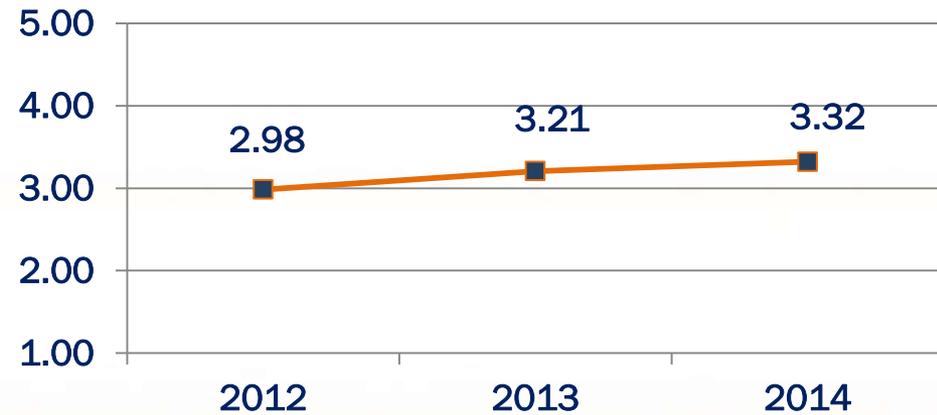
Online Service Catalog

Overall Rating 3.32 - up 3.6% from 2013 (3.21)

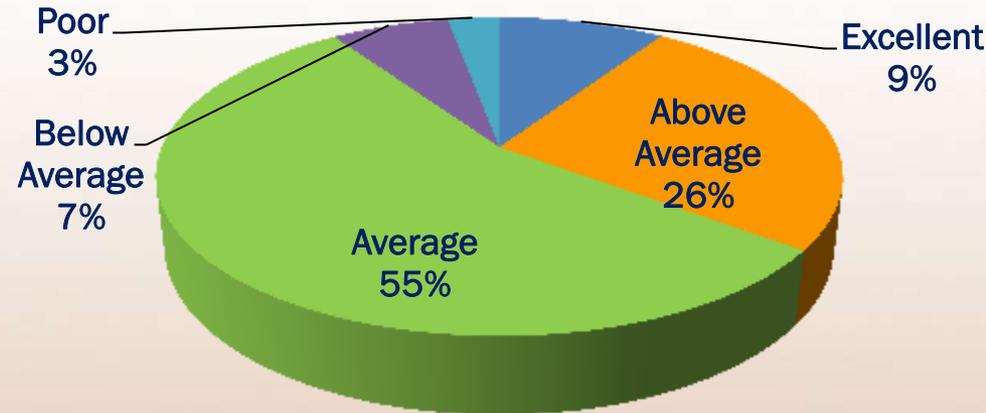
By Performance Category



Average Rating by Year



*Combined Overall Responses **



* Combined responses of 3 performance categories

2012: 90 respondents
 2013: 92 respondents
 2014: 173 respondents