The Road to Success: Customer Satisfaction Survey 2017

Of the 46,825 Titans invited to take the survey

44% STAFF
24% FACULTY
17% STUDENTS

RESPONDED

Overall Customer SATISFACTION for Contracts, Procurement, & E-Business

Influential Strengths
Provides Effective Advice & Guidance

3.79
MEAN SCORE
Overall Customer Satisfaction
Scale: 1-5

Primary Opportunities for IMPROVEMENT
Understands my Needs & Requirements
Responds to Requests Within an Acceptable Time
Resolves Problems Effectively
Moving in a Positive Direction

Contracts, Procurement, & E-Business

271 RESPONSES to the Contracts, Procurement, & E-Business survey questions
**The Road to Success Customer Satisfaction Survey 2017**

Contracts, Procurement, E-Business

Contracts, Procurement, E-Business handles office supply requests, P-Cards, bidding, affiliation agreements, professional agreements, construction contracts, and declining balance cards.

**Primary Opportunities**
- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time
- Resolves Problems Effectively
- Moving in a Positive Direction

**Influential Strengths**
- Provides Effective Advice, Guidance

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### 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?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>25%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>39%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>28%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>7%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Mean Scores**

- **3.79 mean**
- **Standard Deviation 0.95**

### Mean Scores

<table>
<thead>
<tr>
<th>#</th>
<th>Question</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Thinking of your OVERALL experience with Contracts, Procurement, E-Business, how would you rate your satisfaction with Contracts, Procurement, E-Business during the past 12 months in meeting your department's needs?</td>
<td>3.79</td>
</tr>
<tr>
<td>2</td>
<td>Understands my needs and requirements</td>
<td>3.77</td>
</tr>
<tr>
<td>3</td>
<td>Accessible to customers (via phone/voicemail, email, online chat, OR in-person)</td>
<td>3.83</td>
</tr>
<tr>
<td>4</td>
<td>Responsive to requests or problems within an acceptable time</td>
<td>3.63</td>
</tr>
<tr>
<td>5</td>
<td>Provides effective advice, support, and guidance</td>
<td>3.87</td>
</tr>
<tr>
<td>6</td>
<td>Resolves problems effectively</td>
<td>3.84</td>
</tr>
<tr>
<td>7</td>
<td>Effectively uses websites and systems to provide access to Contracts, Procurement, E-Business information and services</td>
<td>3.80</td>
</tr>
<tr>
<td>8</td>
<td>Knowledgeable staff</td>
<td>4.09</td>
</tr>
<tr>
<td>9</td>
<td>Helpful, courteous staff</td>
<td>4.06</td>
</tr>
<tr>
<td>10</td>
<td>Moving in a positive direction to better meet my department’s needs</td>
<td>3.83</td>
</tr>
</tbody>
</table>

**Background**

- 2017 was the first year for the The Road to Success Customer Satisfaction Survey
- 20 different services across 9 administrative areas were included in the survey
- The survey included 10 to 12 standard scaled (1-5) rating questions and up to 3 open-ended questions
- 46,825 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,629 (18%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Since some services are used only by faculty or staff or students, invitees could only select services relevant to them
- The survey was available to take from April 5 to April 28, 2017
- N/As and blank responses did not count in calculations for mean scores

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**Survey conducted by Organizational Performance Assessments**

**Operational Strategic Initiatives, UC San Diego**