

Customer Satisfaction Survey 2017/18

[Sponsored Programs]

Sponsored Programs assists CSUF faculty and staff in developing and administering grants and contracts (post awards).

[3.64]
Understands Customer Needs

[3.81]
Accessible to Customers

[3.87]
Responsive to Requests

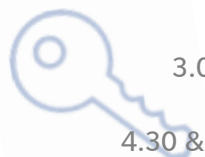
[3.74]
Provides Effective Advice & Guidance

[3.75]
Resolves Problems Effectively

[3.60]
Effectively Uses Website

[3.97]
Knowledgeable Staff

[4.00]
Helpful Staff



Below 3.0 : Low
3.00-3.59 : Marginal
3.60-4.29 : Good
4.30 & Above : Excellent



70
Respondents



3.68
Overall
Satisfaction
with
Sponsored
Programs



3.70
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

Provides Effective Advice

Responds to Requests Quickly



Opportunities for IMPROVEMENT

Understands Customer Needs

Moving in a Positive Direction

Resolves Problems Effectively



The Road to Success Customer Satisfaction Survey

Sponsored Programs

Sponsored Programs assists CSUF faculty and staff in developing and administering externally funded grants and contracts awarded by both governmental and private institutes.

2018
70
respondents

Strengths

- Responds to Requests Within an Acceptable Time
- Helpful Staff
- Knowledgeable Staff

Opportunities

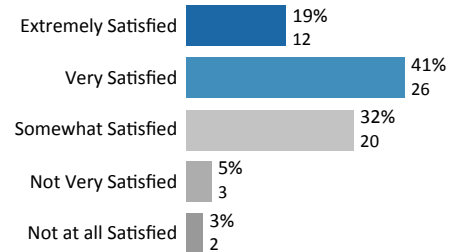
- Understands My Needs and Requirements
- Provides Effective Advice, Guidance
- Moving in a Positive Direction

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?

3.68
mean

Standard Deviation
0.94



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

#	Question	2018
1	Thinking of your OVERALL experience with Sponsored Programs, how would you rate your satisfaction with Sponsored Programs during the past 12 months in meeting your department's needs?	3.68
2	Understands my needs and requirements	3.64
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.81
4	Responsive to requests or problems within an acceptable time	3.87
5	Provides effective advice, support, and guidance	3.74
6	Resolves problems effectively	3.75
7	Effectively uses websites and systems to provide access to Sponsored Programs information and services	3.60
8	Knowledgeable staff	3.97
10	Helpful, courteous staff	4.00
11	Moving in a positive direction to better meet my department's needs	3.70
12	Satisfaction with your experience with Project Administration (project set-up, expenditure approval, and project close-out)	3.70

Background

- 2018 was the second year for The Road to Success Customer Satisfaction Survey
- 20 different services across 8 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
- 46,121 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 6,400 (13.9%) responded to the survey
- Each survey invitee could select which services they wanted to evaluate
- Some services were pre-selected for faculty, staff, or students as they only used certain services that were relevant to them
- The survey was available to take from April 3 to April 20, 2018
- N/As and blank responses did not count in calculations for mean scores