Contracts and Procurement processes purchase orders, negotiates contracts, and manages P-Card and office supply programs.

- **3.74** Understands Customer Needs
- **3.82** Accessible to Customers
- **3.73** Responsive to Requests
- **3.77** Provides Effective Advice & Guidance
- **3.77** Resolves Problems Effectively
- **3.80** Effectively Uses Website
- **4.00** Knowledgeable Staff
- **3.96** Helpful Staff

**STRENGTHS**
- Knowledgeable Staff
- Helpful Staff

**IMPROVEMENTS**
- Understands Customer Needs
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

257 Respondents  
3.73 Overall Satisfaction with C&P  
3.78 Moving in a Positive Direction to Meet Customer Needs
The Road to Success Customer Satisfaction Survey
Contracts, Procurement, E-Business

2018
257 respondents

2017
271 respondents

Strengths
Knowledgeable Staff
Helpful Staff
Accessible to Customers

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

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>Mean Score</th>
<th># Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>21%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>53%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>44%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>25%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>11%</td>
</tr>
</tbody>
</table>

Mean Score: 3.73
Standard Deviation: 0.98

Change from 2017 to 2018: Change of 0.09 or greater

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

# Question | 2017 | 2018 | Chg from 2017 to 2018
--- | --- | --- | ---
1 | 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? | 3.79 | 3.73 | 
2 | Satisfaction with Contracts, Procurement, E-Business taking steps to understand my department’s needs and requirements | 3.77 | 3.74 | 
3 | Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 3.83 | 3.82 | 
4 | Responsive to requests or problems within an acceptable time | 3.63 | 3.73 | 
5 | Consistently provides effective advice, support, and guidance | 3.87 | 3.77 | 
6 | Resolves problems effectively | 3.84 | 3.77 | 
7 | Effectively uses websites and systems to provide access to Contracts, Procurement, E-Business information and services | 3.80 | 3.80 | 
8 | Knowledgeable staff | 4.09 | 4.00 | 
9 | Helpful, courteous staff | 4.06 | 3.96 | 
10 | Moving in a positive direction to better meet my department’s needs | 3.83 | 3.78 | 

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

Survey conducted by Organizational Assessments and Strategy, Office of Operational Strategic Initiatives, UC San Diego