

Customer Satisfaction Survey 2017/18

[Contracts & Procurement]

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

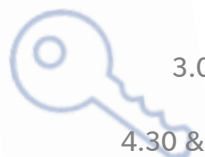
[3.77]
Provides Effective Advice & Guidance

[3.77]
Resolves Problems Effectively

[3.80]
Effectively Uses Website

[4.00]
Knowledgeable Staff

[3.96]
Helpful Staff



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



257
Respondents



3.73
Overall
Satisfaction
with C&P



3.78
Moving in a
Positive
Direction to
Meet
Customer
Needs

STRENGTHS

Knowledgeable Staff

Helpful Staff



Opportunities for IMPROVEMENT

Understands Customer Needs

Moving in a Positive Direction

Provides Effective Advice, Guidance



The Road to Success Customer Satisfaction Survey

Contracts, Procurement, E-Business

Contracts, Procurement, E-Business processes and issues purchase orders, negotiates contracts (such as affiliation agreements, professional agreements, construction contracts), and manages P-Card and office supply programs.

2018
257
respondents

2017
271 respondents

Strengths

- Knowledgeable Staff
- Helpful Staff
- Accessible to Customers

Opportunities

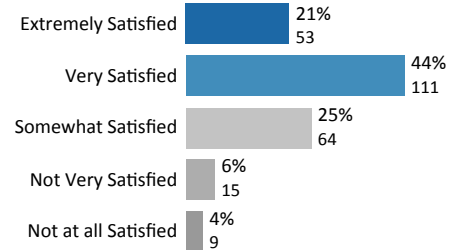
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

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?

3.73
mean

Standard Deviation
0.98



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

#	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

★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater

- 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