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

**STRENGTHS**
- Knowledgeable Staff
- Helpful Staff
- Effectively Uses Website

**IMPROVEMENT Opportunities**
- Understands Customer Needs
- Moving in a Positive Direction
- Provides Effective Advice & Guidance

**Overall Satisfaction with Department Services**
- **3.60**

**Moving in a Positive Direction to Meet Customer Needs**
- **3.56**

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

- **3.58** Understands Customer Needs
- **3.60** Accessible to Customers
- **3.50** Responsive to Requests
- **3.55** Provides Effective Advice & Guidance
- **3.58** Resolves Problems Effectively
- **3.66** Effectively Uses Website
- **3.84** Knowledgeable Staff
- **3.87** Helpful Staff
2019 232 respondents

2018 257 respondents

Strengths

Knowledgeable Staff
Helpful Staff
Effectively Uses Websites, Online Documentation

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?

3.60 mean

Standard Deviation 0.99

Mean Scores | Below 3.00 - Low | 3.00 to 3.59 - Marginal | 3.60 to 4.29 - Good | 4.30 & above - Excellent | Mean Score | 2017 | 2018 | 2019 | 2019 change from prior year
--- | --- | --- | --- | --- | --- | --- | --- | --- | --- | ---
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 | 3.60 |
2 | Satisfaction with Contracts, Procurement, E-Business taking steps to understand my department’s needs and requirements | 3.77 | 3.74 | 3.58 |
3 | Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 3.83 | 3.82 | 3.60 |
4 | Responsive to requests or problems within an acceptable time | 3.63 | 3.73 | 3.50 |
5 | Consistently provides effective advice, support, and guidance | 3.87 | 3.77 | 3.55 |
6 | Resolves problems effectively | 3.84 | 3.77 | 3.58 |
7 | Effectively uses websites and systems to provide access to Contracts, Procurement, E-Business information and services | 3.80 | 3.80 | 3.66 |
8 | Knowledgeable staff | 4.09 | 4.00 | 3.84 |
9 | Helpful, courteous staff | 4.06 | 3.96 | 3.87 |
10 | Moving in a positive direction to better meet my department’s needs | 3.83 | 3.78 | 3.56 |

Background

- 2019 was the third year for the Administration & Finance 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
- 45,073 faculty, staff, and students, were invited to give feedback. Of this total, 5% were faculty, 5% were staff, and 90% were students
- 8,736 (19.4%) 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 use certain services that were relevant to them
- The survey was available to take from March 5 to March 29, 2019
- N/As and blank responses did not count in calculations for mean scores

Change from prior year is statistically significant
Change of 0.09 or greater

Survey and analytics powered by Tritonlytics™, Organizational Assessments and Strategy, UC San Diego