

A&F CUSTOMER SATISFACTION SURVEY 2018/19

Sponsored Programs

Sponsored Programs (post-awards) assist CSUF faculty and staff in administering externally funded grants and contracts awarded by both governmental and private institutes.

STRENGTHS

Provides Effective Advice & Guidance
Responsive to Requests
Helpful Staff



IMPROVEMENT Opportunities

Moving in a Positive Direction
Resolves Problems Effectively
Knowledgeable Staff



62

Respondents

3.75

Overall Satisfaction with
Department Services

3.70

Moving in a Positive Direction to
Meet Customer Needs

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





Administration & Finance Customer Satisfaction Survey

Sponsored Programs (Post-Awards, not the Office of Research and Sponsored Projects)

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2019

62
respondents

Strengths

- Provides Effective Advice, Guidance
- Responds to Requests Within an Acceptable Time
- Helpful Staff

2018

70 respondents

Opportunities

- Moving in a Positive Direction
- Resolves Problems Effectively
- Knowledgeable Staff

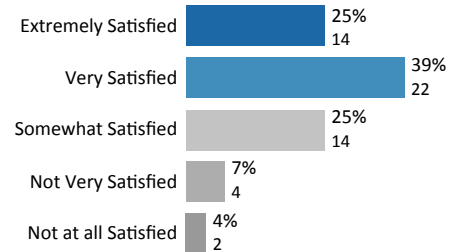
Overall Satisfaction

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?

3.75

mean

Standard Deviation
1.02



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	2018	2019	2019 change from prior year
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'..	3.68	3.75	↑
2	Understands my needs and requirements	3.64	3.79	↑
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.81	3.98	↑
4	Responsive to requests or problems within an acceptable time	3.87	3.91	↑
5	Provides effective advice, support, and guidance	3.74	3.79	↑
6	Resolves problems effectively	3.75	3.71	↓
7	Effectively uses websites and systems to provide access to Sponsored Programs information and services	3.60	3.59	↓
8	Knowledgeable staff	3.97	3.77	↓
9	Helpful, courteous staff	4.00	3.79	↓
10	Moving in a positive direction to better meet my department's needs	3.70	3.70	↔
11	Satisfaction with your experience with Project Administration (project set-up, expenditure approval, and project close-out)	3.70	3.76	↑

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

- 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