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

Understands Customer Needs: 3.79
Accessible to Customers: 3.98
Responsive to Requests: 3.91
Provides Effective Advice & Guidance: 3.79
Resolves Problems Effectively: 3.71
Effectively Uses Website: 3.59
Knowledgeable Staff: 3.77
Helpful Staff: 3.79
Satisfaction with Project Admin: 3.76

adminfin.fullerton.edu
**Administration & Finance Customer Satisfaction Survey**

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

Sponsored Programs (Post-Awards, not the Office of Research and Sponsored Projects) assists CSUF faculty and staff in administering externally funded grants and contracts awarded by both governmental and private institutes.

### 2019

**62** respondents

### 2018

**70** respondents

#### Strengths

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

#### 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?

- Extremely Satisfied: 25% (14)
- Very Satisfied: 39% (22)
- Somewhat Satisfied: 25% (14)
- Not Very Satisfied: 7% (4)
- Not at all Satisfied: 4% (2)

**Mean** 3.75

**Mean Score**

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

#### Mean Scores

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

#### 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

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1 Organizational Assessments and Strategy, UC San Diego