

# A&F CUSTOMER SATISFACTION SURVEY 2019/20

CONTRACTS, PROCUREMENT, E-BUSINESS

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

## STRENGTHS

- ✓ Helpful Staff
- ✓ Knowledgeable Staff
- ✓ Accessible to Customers

## IMPROVEMENT OPPORTUNITIES

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



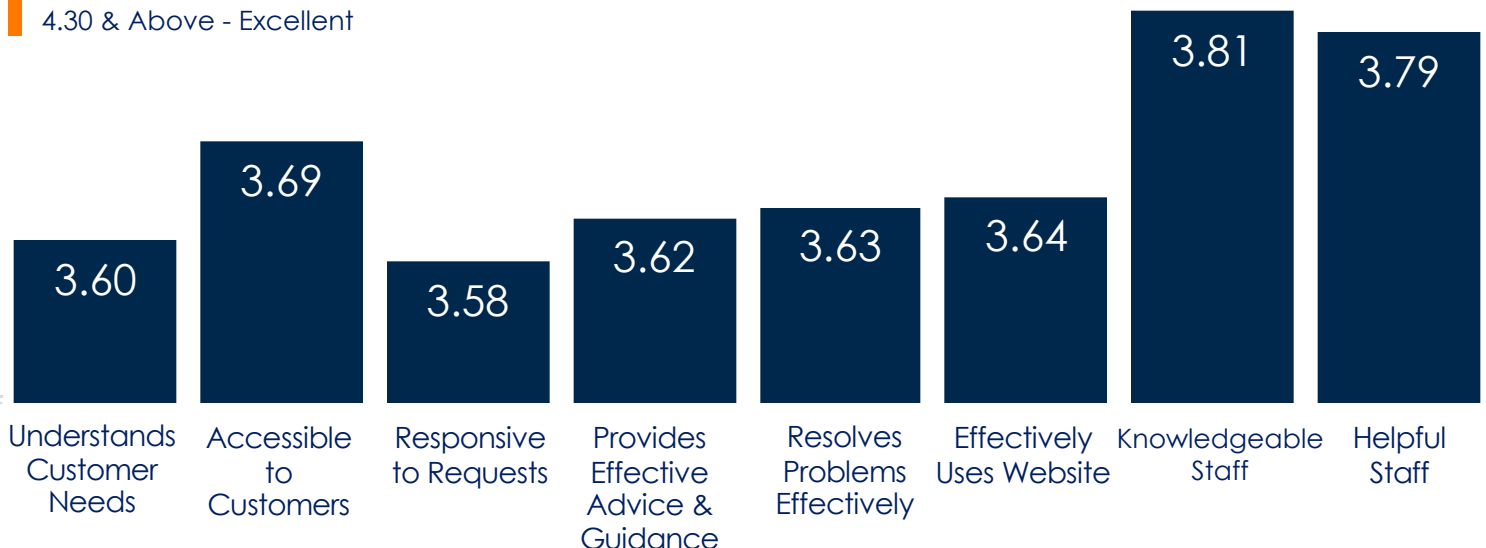
Moving in a Positive Direction to Meet Customer Needs



**3.57**

### Mean Scores

- Below 3.00 – Low
- 3.00 to 3.59 – Marginal
- 3.60 to 4.29 – Good
- 4.30 & Above - Excellent





# 2020 Administration & Finance Customer Satisfaction Survey

## Contracts, Procurement, E-Business

Contracts & Procurement (C&P) follows the five pillars of Public Procurement: Value for Money, Open and Effective Competition, Ethics and Fair Dealings, Accountability, and Equity. C&P issues University Purchase Orders, Capital Improvement Project Contracts, and Affiliation, Student Learning, Service and Consulting Agreements. We are compliant with California mandated socioeconomic contracting such as Veteran and Certified Small Businesses. E-Business manages and audits compliance to the P-Card and office supply programs.

2020

148  
respondents

### Strengths

- Helpful Staff
- Knowledgeable Staff
- Accessible to Customers

2019

232  
respondents

### Opportunities

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

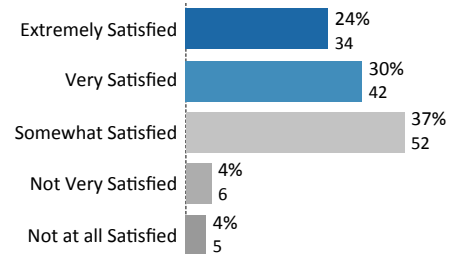
### Overall Satisfaction

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?

3.68

mean

Standard Deviation  
1.01



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	2020	2020 change from prior year
1	Thinking of your OVERALL experience with Contracts, Procurement, E-Business, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	3.73	3.60	3.68	0.08
2	Takes steps to understand my department's needs and requirements	3.74	3.58	3.60	0.02
3	Accessible to customers (via phone/voicemail, email, online chat, OR in-person)	3.82	3.60	3.69	0.09
4	Responsive to requests within an acceptable time frame	3.73	3.50	3.58	0.08
5	Consistently provides effective advice, support, and guidance	3.77	3.55	3.62	0.07
6	Facilitates problem resolution	3.77	3.58	3.63	0.05
7	Effectively uses websites and systems to provide access to Contracts, Procurement, E-Business information and services	3.80	3.66	3.64	-0.02
8	Knowledgeable staff	4.00	3.84	3.81	-0.03
9	Helpful, courteous staff	3.96	3.87	3.79	-0.08
10	Moving in a positive direction to better meet my department's needs	3.78	3.56	3.57	0.01

Change - Increase/Decrease of 0.09 or greater

### Background

- 2020 was the fourth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 3 - April 24, 2020 (extended due to COVID-19)
- 45,003 faculty, staff, and students were invited
- 4,360 (10%) responded to the survey
- 20 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + customer service recognition