

A&F CUSTOMER SATISFACTION SURVEY 2019/20

SPONSORED PROGRAMS

Sponsored Programs assists CSUF faculty and staff in administering externally funded grants and contracts awarded by governmental and private institutes.

STRENGTHS

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

IMPROVEMENT OPPORTUNITIES

- ✓ Effectively Uses Websites
- ✓ Moving in a Positive Direction
- ✓ Understands My Needs & Requirements



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

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.

2020

44
respondents

Strengths

- Accessible to Customers
- Knowledgeable Staff
- Helpful Staff

2019

62 respondents

Opportunities

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Effectively Uses Websites, Online Documentation

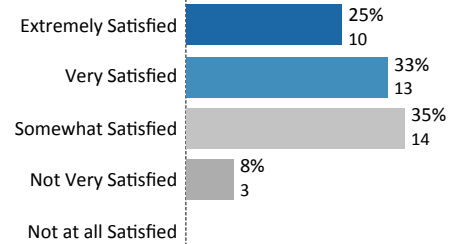
Overall Satisfaction

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
0.92



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 Sponsored Programs, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs? | 3.68 | 3.75 | 3.75 | 0.00 |
| 2 | Understands my needs and requirements | 3.64 | 3.79 | 3.70 | -0.09 |
| 3 | Accessible to customers (via phone/voicemail, email, online chat, OR in-person) | 3.81 | 3.98 | 3.95 | -0.03 |
| 4 | Responsive to requests within an acceptable time frame | 3.87 | 3.91 | 3.95 | 0.04 |
| 5 | Provides effective advice, support, and guidance | 3.74 | 3.79 | 3.90 | 0.11 |
| 6 | Facilitates problem resolution | 3.75 | 3.71 | 3.82 | 0.11 |
| 7 | Effectively uses websites and systems to provide access to Sponsored Programs information and services | 3.60 | 3.59 | 3.77 | 0.18 |
| 8 | Knowledgeable staff | 3.97 | 3.77 | 3.95 | 0.18 |
| 9 | Helpful, courteous staff | 4.00 | 3.79 | 4.15 | 0.36 |
| 10 | Moving in a positive direction to better meet my department's needs | 3.70 | 3.70 | 3.89 | 0.19 |
| 11 | Experience with Project Administration (project set-up, expenditure approval, and project close-out) | 3.70 | 3.76 | 4.11 | 0.35 |

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