

# A&F CUSTOMER SATISFACTION SURVEY 2020/21

## CSUF POLICE DEPARTMENT

University Police oversees campus safety, crime prevention programs, investigations, event security, live scan, key and bicycle registration, and safety records.

### STRENGTHS:

- Knowledgeable Staff
- Accessible to Customers
- Provides Effective Advice, Guidance

### IMPROVEMENT OPPORTUNITIES:

- Understands My Needs and Requirements
- Responds to Requests in a Timely Manner
- Moving in a Positive Direction

### ABOUT THE SURVEY:

All CSUF employees and students were invited to participate in the 5th annual A&F Customer Satisfaction Survey during March 2-26, 2021. The survey consisted of 10 standard statistical questions, 1 Net Promoter Score, 3 COVID-19 questions, and verbatim comments.



MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS

4.09

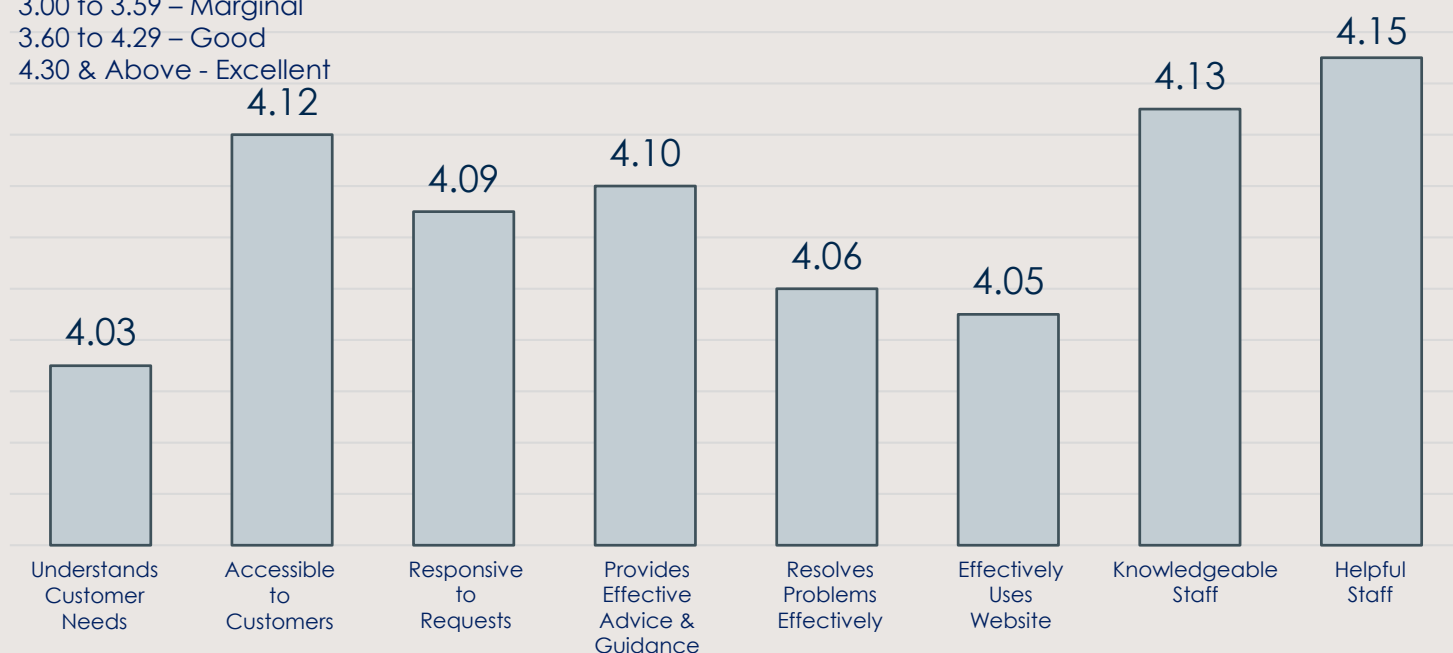
**649**  
RESPONDENTS

OVERALL SATISFACTION

4.12

### Mean Scores

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





# 2021 Administration & Finance Customer Satisfaction Survey

## CSUF Police Department

CSUF Police Department oversees campus safety, crime prevention programs, investigations, event security, live scan, key registration, bicycle registration, safety escorts, (CSUF PD DOES NOT ISSUE PARKING TICKETS).

2021

**649**  
respondents

### Strengths

- Knowledgeable Staff
- Accessible to Customers
- Provides Effective Advice, Guidance

2020

805  
respondents

### Opportunities

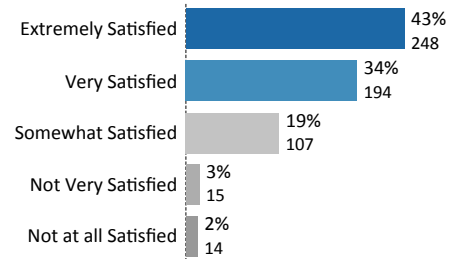
- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time Frame
- Moving in a Positive Direction

### 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?

**4.12**  
mean

Standard Deviation  
0.96



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	2019	2020	2021	2021 change from prior year
1	Thinking of your OVERALL experience with CSUF Police Department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	4.22	4.06	4.12	0.06
2	Understands my needs and requirements	4.25	4.06	4.03	-0.03
3	Accessible to customers (via phone or email)	4.30	4.15	4.12	-0.03
4	Responsive to requests within an acceptable time frame	4.21	4.09	4.09	0.00
5	Provides effective advice, support, and guidance	4.26	4.09	4.10	0.01
6	Facilitates problem resolution	4.23	4.10	4.06	-0.04
7	Effectively uses websites and systems to provide access to CSUF Police Department information and services	4.23	4.13	4.05	-0.08
8	Knowledgeable staff	4.31	4.17	4.13	-0.04
9	Helpful, courteous staff	4.32	4.18	4.15	-0.03
10	Moving in a positive direction to better meet my department's needs	4.28	4.10	4.09	-0.01

### Background

- 2021 was the fifth year for the Administration & Finance Customer Satisfaction Survey
- Survey period: March 2 - March 26, 2021
- 45,507 faculty, staff, and students were invited
- 2,063 (5%) responded to the survey
- 14 departments across 8 administrative areas participated in the survey
- Survey consisted of 10 standard satisfaction questions + 1 NPS + 3 COVID-19 + up to 5 supplemental questions
- Verbatim comments: 2 standard (Like, Improve) + 1 customer service recognition + 1 COVID-19

Change - Increase/Decrease of 0.09 or greater