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.

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

Overall Satisfaction 4.12

About the Survey:
Mean Scores
Below 3.00 – Low
3.00 to 3.59 – Marginal
3.60 to 4.29 – Good
4.30 & Above - Excellent

Understands Customer Needs 4.03
Accessible to Customers 4.10
Responsive to Requests 4.09
Provides Effective Advice & Guidance 4.12
Resolves Problems Effectively 4.06
Effectively Uses Website 4.05
Knowledgeable Staff 4.13
Helpful Staff 4.15

649 Respondents

MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS 4.09
**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?

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Mean Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Extremely Satisfied</td>
<td>43%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>34%</td>
</tr>
<tr>
<td>Somewhat Satisfied</td>
<td>19%</td>
</tr>
<tr>
<td>Not Very Satisfied</td>
<td>15%</td>
</tr>
<tr>
<td>Not at all Satisfied</td>
<td>14%</td>
</tr>
</tbody>
</table>

Mean Score: 4.12  
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

<table>
<thead>
<tr>
<th># Question</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
<th>2021 change from prior year</th>
</tr>
</thead>
<tbody>
<tr>
<td>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?</td>
<td>4.22</td>
<td>4.06</td>
<td>4.12</td>
<td></td>
</tr>
<tr>
<td>2 Understands my needs and requirements</td>
<td>4.25</td>
<td>4.06</td>
<td>4.03</td>
<td></td>
</tr>
<tr>
<td>3 Accessible to customers (via phone or email)</td>
<td>4.30</td>
<td>4.15</td>
<td>4.12</td>
<td></td>
</tr>
<tr>
<td>4 Responsive to requests within an acceptable time frame</td>
<td>4.21</td>
<td>4.09</td>
<td>4.09</td>
<td></td>
</tr>
<tr>
<td>5 Provides effective advice, support, and guidance</td>
<td>4.26</td>
<td>4.09</td>
<td>4.10</td>
<td></td>
</tr>
<tr>
<td>6 Facilitates problem resolution</td>
<td>4.23</td>
<td>4.10</td>
<td>4.06</td>
<td></td>
</tr>
<tr>
<td>7 Effectively uses websites and systems to provide access to CSUF Police Department information and services</td>
<td>4.23</td>
<td>4.13</td>
<td>4.05</td>
<td></td>
</tr>
<tr>
<td>8 Knowledgeable staff</td>
<td>4.31</td>
<td>4.17</td>
<td>4.13</td>
<td></td>
</tr>
<tr>
<td>9 Helpful, courteous staff</td>
<td>4.32</td>
<td>4.18</td>
<td>4.15</td>
<td></td>
</tr>
<tr>
<td>10 Moving in a positive direction to better meet my department’s needs</td>
<td>4.28</td>
<td>4.10</td>
<td>4.09</td>
<td></td>
</tr>
</tbody>
</table>

**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

Survey and analytics powered by Tritonlytics™, Organizational Assessments and Strategy, UC San Diego