

# A&F CUSTOMER SATISFACTION SURVEY 2020/21

## CONTRACTS & PROCUREMENT

Contracts and Procurement processes purchase orders, negotiates contracts, and engages with various PPE and COVID-19 Testing Services.

### STRENGTHS:

- Helpful Staff
- Knowledgeable Staff

### IMPROVEMENT OPPORTUNITIES:

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

### 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

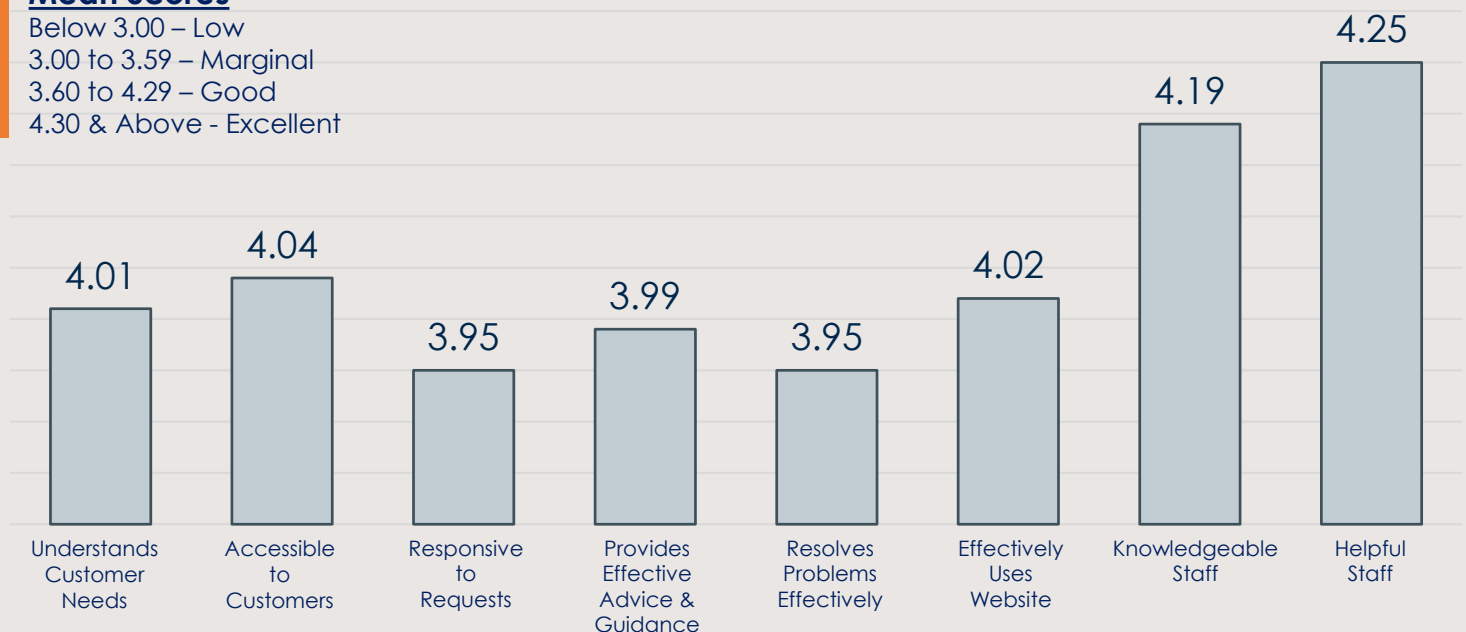
3.97

 **123**  
RESPONDENTS

OVERALL SATISFACTION  
**4.01**

### 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

## Contracts, Procurement, E-Business

Contracts & Procurement (C&P) issues University Purchase Orders, Capital Improvement Project Contracts, Affiliation, Student Learning, Service and Consulting Agreements. C&P negotiates, executes and effectively engages with various PPE, COVID-19 Testing Services and Deep Cleaning Firms in order to keep the Titan Family Safe during the Pandemic.

**2021**  
**123**  
respondents

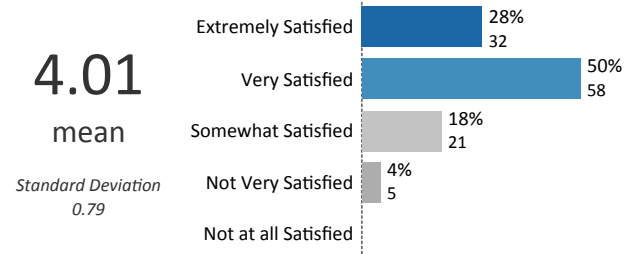
**Strengths**  
Helpful Staff  
Knowledgeable Staff

**2020**  
148  
respondents

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

### 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?



**4.01**  
mean

Standard Deviation  
0.79

**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 Contracts, Procurement, E-Business, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?	3.60	3.68	4.01	★
2	Takes steps to understand my department's needs and requirements and meeting those needs within the parameters of CSU Policies, Procedures and Guidelines	3.58	3.60	4.01	★
3	Accessible to customers (via phone or email)	3.60	3.69	4.04	★
4	Responsive to requests within an acceptable time frame	3.50	3.58	3.95	★
5	Consistently provides effective advice, support, and guidance to meet my Department's needs in regards to the CSU Policies, Procedures and Guidelines	3.55	3.62	3.99	★
6	Facilitates problem resolution in manner that is in accordance to CSU Policy and meeting the needs of the End-User	3.58	3.63	3.95	★
7	Effectively uses websites and systems to provide access to Contracts, Procurement, E-Business information and services	3.66	3.64	4.02	★
8	Knowledgeable staff	3.84	3.81	4.19	★
9	Helpful, courteous staff	3.87	3.79	4.25	★
10	Moving in a positive direction to better meet my department's needs	3.56	3.57	3.97	★

### 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 from prior year is statistically significant

Change - Increase/Decrease of 0.09 or greater