Resource, Planning, & Budget oversees the budget process for the University and assists with monthly salary projections, transfer requests, budget journals, developing budgets and rates, capital budgeting and project financial support.

**Strengths:**
- Accessible to Customers
- Knowledgeable Staff
- Helpful Staff

**Improvement Opportunities:**
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Facilitates Problem Resolution

**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

- Understands Customer Needs: 3.74
- Accessible to Customers: 3.93
- Responsive to Requests: 3.86
- Provides Effective Advice & Guidance: 3.83
- Resolves Problems Effectively: 3.78
- Effectively Uses Website: 3.97
- Knowledgeable Staff: 3.93
- Helpful Staff: 4.00

**Overall Satisfaction:** 3.81

**Moving in a Positive Direction to Meet Customer Needs:** 3.72

Over 32 respondents participated in the survey.
Resource Planning and Budget oversees the budget process for the University, including annual budget development for general operating fund, special programs, budget & rate analysis for University’s Enterprise Funds and Auxiliaries. The department provides guidance and prudent fiscal management to the University regarding budget directives, policies and procedures. Additionally, the department provides assistance with budget management, Position Budgeting and Planning Systems (PBPSS), capital budgeting, and project financing sup..

2021

32 respondents

2020

27 respondents

**Strengths**
- Accessible to Customers
- Knowledgeable Staff
- Helpful Staff

**Opportunities**
- Understands My Needs and Requirements
- Moving in a Positive Direction
- Facilities Problem Resolution

**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>Extreme Satisfaction</th>
<th>Very Satisfied</th>
<th>Somewhat Satisfied</th>
<th>Not Very Satisfied</th>
<th>Not at all Satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>42%</td>
<td>23%</td>
<td>23%</td>
<td>13%</td>
<td>4%</td>
</tr>
</tbody>
</table>

**Mean Scores**

<table>
<thead>
<tr>
<th># Question</th>
<th>2019</th>
<th>2020</th>
<th>2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Thinking of your OVERALL experience with Resource Planning and Budget, how would you rate your satisfaction with it during the past 12 months in meeting your department’s needs?</td>
<td>3.80</td>
<td>3.46</td>
<td>3.81</td>
</tr>
<tr>
<td>2 Understands my needs and requirements</td>
<td>3.85</td>
<td>3.21</td>
<td>3.74</td>
</tr>
<tr>
<td>3 Accessible to customers (via phone or email)</td>
<td>3.96</td>
<td>3.46</td>
<td>4.00</td>
</tr>
<tr>
<td>4 Responsive to requests within an acceptable time frame</td>
<td>4.00</td>
<td>3.29</td>
<td>3.93</td>
</tr>
<tr>
<td>5 Provides effective advice, support, and guidance</td>
<td>3.92</td>
<td>3.30</td>
<td>3.86</td>
</tr>
<tr>
<td>6 Facilitates problem resolution</td>
<td>3.81</td>
<td>3.17</td>
<td>3.83</td>
</tr>
<tr>
<td>7 Effectively uses websites and systems to provide access to Resource Planning and Budget information and services</td>
<td>3.96</td>
<td>3.36</td>
<td>3.78</td>
</tr>
<tr>
<td>8 Knowledgeable staff</td>
<td>4.12</td>
<td>3.40</td>
<td>3.97</td>
</tr>
<tr>
<td>9 Helpful, courteous staff</td>
<td>4.11</td>
<td>3.52</td>
<td>3.93</td>
</tr>
<tr>
<td>10 Moving in a positive direction to better meet my department’s needs</td>
<td>3.96</td>
<td>3.33</td>
<td>3.72</td>
</tr>
</tbody>
</table>

**Mean Score**

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

**Mean Scores**

- 3.81 mean
- Standard Deviation 1.33