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
- Moving in a Positive Direction

IMPROVEMENT OPPORTUNITIES:
- Understands My Needs and Requirements
- Project Administration
- 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

OVERALL SATISFACTION 4.00

MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS 4.08

Respondents 44

Experience with Project Administration 4.03

Knowledgeable Staff 4.13

Helpful Staff 4.08

Effectively Uses Website 3.92

Resolves Problems Effectively 3.95

Provides Effective Advice & Guidance 3.95

Responsive to Requests 3.93

Accessible to Customers 4.15

Understands Customer Needs 4.30

CALIFORNIA STATE UNIVERSITY FULLERTON ADMINISTRATION AND FINANCE
Paving the Road for Student Success

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2021 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.

2021

44 respondents

2020

44 respondents

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

# Question                                                                                      2019 | 2020 | 2021
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?  3.75 | 3.75 | 4.00
2   Understands my needs and requirements                                                        3.79 | 3.70 | 3.93
3   Accessible to customers (via phone or email)                                                  3.98 | 3.95 | 4.15
4   Responsive to requests within an acceptable time frame                                       3.91 | 3.95 | 4.30
5   Provides effective advice, support, and guidance                                              3.79 | 3.90 | 3.95
6   Facilitates problem resolution                                                               3.71 | 3.82 | 3.95
7   Effectively uses websites and systems to provide access to Sponsored Programs information and services  3.59 | 3.77 | 3.92
8   Knowledgeable staff                                                                        3.77 | 3.95 | 4.08
9   Helpful, courteous staff                                                                   3.79 | 4.15 | 4.13
10  Moving in a positive direction to better meet my department's needs                          3.70 | 3.89 | 4.08
11  Experience with Project Administration (project set-up, expenditure approval, and project close-out)  3.76 | 4.11 | 4.03

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?

Mean Score
4.00 mean

Standard Deviation 0.95

Extremely Satisfied 13
Very Satisfied 45
Somewhat Satisfied 15
Not Very Satisfied 5
Not at all Satisfied 2

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

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