

A&F CUSTOMER SATISFACTION SURVEY 2020/21

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.



MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS

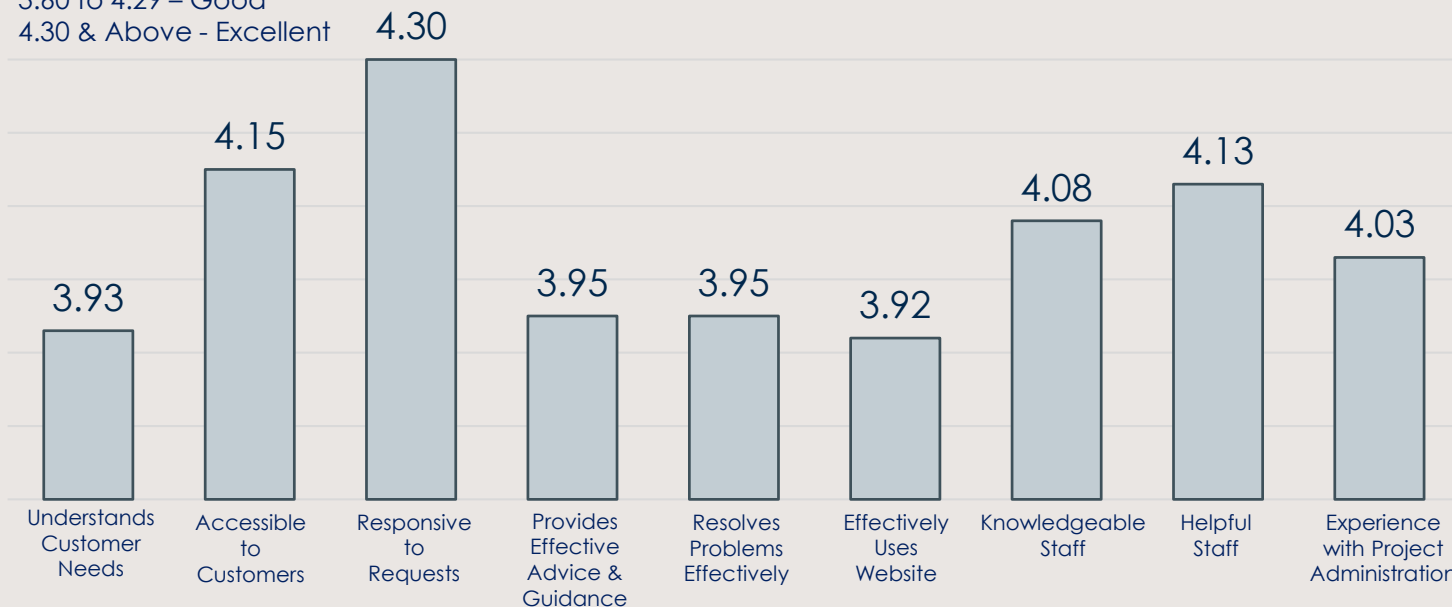
4.08

 **44**
RESPONDENTS

OVERALL SATISFACTION
4.00

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

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

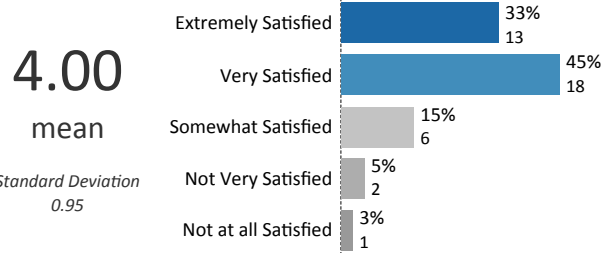
Strengths
Helpful Staff
Knowledgeable Staff
Moving in a Positive Direction

2020
44 respondents

Opportunities
Understands My Needs and Requirements
Project Administration
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?



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	2021 change from prior year
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	↓

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