



California State University, Long Beach

Division of Administration & Finance

2007 Customer Satisfaction Survey

Prepared by CSULB DAF Quality Improvement Program

Updated 06/11/07

Explanation of Results

The Quality Improvement program tabulated all results. The following reports display results for discrete work units. Categories of "strongly agree" and "agree" were combined into a category labeled "agree." Similarly, categories of "strongly disagree" and "disagree" were combined into the singular response of "disagree." Each response is rated using a color scheme determined by the Administration and Finance Management Team. Positive answers at 80% and above are indicated by green. Positive responses between 60% and 79.9% are indicated by yellow. Responses less than or equal to 59.9% are indicated by red.

Grey colored cells denote questions not included in the specified year.

The "% Sat" (meaning "% Satisfied") has also been broken out into relevant populations for further analysis. This includes Faculty, All Staff (includes MPP), MPP only, and Staff only (non-MPP).

Responses soliciting "other" and open-ended comments were transcribed. Content analyses of these responses were conducted and categorized. The responses were compiled into separate Microsoft Excel files for each discrete work unit.

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*% Satisfied = total percent of respondents who selected "Satisfied" or "Very Satisfied" combined *Resp." = respondents who answered this question with a score (1-4); excludes "Don't Know/NA" *"Total Respondents (including 'Don't Knows')" = highest number of respondents for questions for this work unit.	
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**Responses by
Position Type
Spring 2007**

	Response Rates			
	# Resp. (2007)	2007	2006	2005
Staff	733	35.1%	45.6%	48.3%
Faculty	292	16.4%	17.0%	16.5%
Total Respondents	1025	26.5%	29.0%	28.0%

2007 Staff Totals

Division affiliation:

	# Resp.	% Resp.
Academic Affairs	171	25.0%
Administration and Finance	312	45.6%
Student Services	148	21.6%
University Relations & Development	33	4.8%
Department of Athletics or President's Office	20	2.9%
Total Respondents	684	100.0%

Position type:

	# Resp.	% Resp.
MPP	106	15.4%
Staff	582	84.6%
Total Respondents	688	100%

2007 Faculty Totals

Position type:

	# Resp.	% Resp.
Full Professor	53	18.3%
Associate Professor	43	14.9%
Assistant Professor	48	16.6%
Lecturer	107	37.0%
Other faculty	7	2.4%
Librarian	5	1.7%
Counselor	2	0.7%
Other (please specify)	24	8.3%
Total Respondents	289	100.0%

**Summary of General Staff Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 04/16/07 - 04/27/07)**

Benefits Services

Rating levels of satisfaction with the following attributes of Benefits Services

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Accessibility to Benefits staff when needed			92.4%	370	90.3%	329
Timely response to your requests	90.7%	377	90.9%	363	89.2%	315
Effective problem resolution	90.8%	347	90.3%	321	89.3%	281
Knowledge of staff	94.7%	397	92.3%	364	92.9%	312
Professionalism of staff	94.7%	397	94.1%	370	94.4%	320
Offers appropriate training			87.8%	254	88.8%	214
Easy to use Benefits Services website			83.7%	282	86.7%	264
Provides adequate communication regarding matters affecting employees (e.g. enrollment process benefits changes services provided)			83.2%	358	87.3%	323
Overall satisfaction with the services provided			91.8%	379	91.7%	337
Total respondents (including "Don't Knows")		426		430		386

Controller's Office

Rating levels of satisfaction with the following attributes of the Controller's Office

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Timeliness of travel and expense reimbursement	85.1%	235	68.2%	245	65.2%	227
Ease of travel reimbursement process	80.1%	221	67.4%	242	69.3%	225
The Controller's Office provides adequate communication regarding matters affecting the campus community	77.9%	226	71.1%	197	73.8%	183
Overall satisfaction with the services provided	89.9%	258	71.6%	250	75.4%	240
Total respondents (including "Don't Knows")		402		398		381

Employee Relations

Rating levels of satisfaction with the following attributes of Employee Relations

	MPPs			
	2006		2007	
	% Sat	Resp.	% Sat	Resp.
Effectiveness of advice or recommended action	81.3%	48	91.9%	62
Responsiveness to your initial contact	93.8%	48	93.7%	63
Timeliness of actions regarding your issue	85.4%	48	88.5%	61
Timeliness of communication regarding next steps	87.0%	46	85.2%	54
Effective investigation of grievances and/or complaints	77.8%	36	93.2%	44
Effective investigation efforts throughout the disciplinary process	81.8%	33	90.5%	42
The extent to which the training provided by Employee Relations is helpful in carrying out your related management duties			92.6%	54
Overall satisfaction with services provided	87.8%	49	93.8%	65
Total respondents (including "Don't Knows")		80		90

**Summary of General Staff Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 04/16/07 - 04/27/07)**

Facilities Management

Rating levels of satisfaction with the following attributes of Facilities Management

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Attractive and visually appealing campus grounds	96.3%	434	96.2%	421	95.3%	430
Quality of exterior public area maintenance (e.g. litter gum on walkways trash cans cigarette urns general cleanliness)	88.0%	440	90.7%	421	92.5%	428
Quality of interior lighting	87.4%	438	78.1%	421	82.8%	429
Quality of exterior lighting	84.5%	427	75.4%	403	72.1%	408
Building components function as they should (e.g. doors locks floor coverings white boards stairwells)	84.6%	435	82.3%	417	82.0%	422
Heating Ventilation and Air Conditioning function well (note: many buildings do not have A/C)	65.7%	429	58.7%	409	57.9%	425
If dissatisfied with heating/air are you satisfied with response to hot/cold calls?	79.2%	308	64.3%	230		
Responsiveness to your hot/cold calls					70.4%	321
Timeliness of response to routine requests			77.4%	332	81.8%	351
Timeliness of response to urgent/emergency problems			88.7%	293	91.0%	290
Customer Service Center is helpful in resolving issues	87.5%	337	86.8%	257	90.3%	289
Provides adequate communication about Facilities Management matters affecting the campus community			82.3%	328	88.2%	330
Overall satisfaction with the services provided	90.8%	433	88.2%	408	91.5%	411
Total respondents (including "Don't Knows")		447		423		432

Facilities Management

Quality of Custodial Services for:

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Office	78.6%	421	83.4%	398	83.5%	418
Restrooms	74.8%	436	74.1%	417	79.5%	424
Classrooms (includes Faculty responses only)			73.4%	158	76.6%	124
Public Areas	91.2%	432	91.2%	408	92.6%	419
Total respondents (including "Don't Knows")		444		421		431

Information Technology Services (Staff Only)

Rating levels of satisfaction with the following attributes of ITS (Staff Only)

	All Staff					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Effectiveness of desktop support	90.7%	269	91.0%	100	95.4%	131
Timeliness of desktop support resolutions	88.3%	265	93.0%	100	94.6%	130
Accessibility to ITS staff when needed			93.1%	102	91.7%	133
Lotus Notes performance	95.7%	255	94.1%	102		
Features and effectiveness of Lotus Notes					85.8%	134
Reliability of telephone (voice network)			93.1%	102	91.0%	134
Telephone system functions available to you					92.0%	137
Reliability of data network			96.1%	102	96.2%	133
Easy to use Division of Administration web pages (including all DAF functions)			85.3%	95		
Information is quickly and easily found on Division of Administration webpages					80.3%	127
Adequate communication regarding matters affecting you (e.g., upgrade notifications, procedure changes, services provided, etc.)			91.3%	103	86.9%	137
Overall satisfaction with the services provided	95.0%	281	93.2%	103	97.8%	139
Total respondents (including "Don't Knows")		305		108		142

**Summary of General Staff Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 04/16/07 - 04/27/07)**

Information Technology Services (Faculty)

Rating levels of satisfaction with the following attributes of ITS according to

	Faculty only					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Performance of campus email	88.8%	107	88.0%	308		
Features and effectiveness of Webmail					81.9%	254
Reliability of telephone (voice network)			88.0%	275	87.0%	238
Telephone system functions available to you	80.8%	104	72.8%	272	72.4%	239
Availability of wireless connectivity			42.7%	232	56.5%	207
Reliability of wireless connection when you are connected					63.9%	194
Reliability of data network			86.4%	236	88.0%	175
Total respondents (including "Don't Knows")		114		327		277

Mail Services

Rating levels of satisfaction with the following attributes of Mail Services

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Timeliness of mail delivery to you	65.3%	406	67.3%	364	72.8%	345
Accuracy of mail delivery	71.6%	398	72.0%	364	76.3%	337
Timeliness of mail delivery to intended recipient when you are the sender	65.1%	367	67.7%	322	74.7%	300
Information or training on the preparation of mail delivery	71.5%	242	64.7%	190	69.8%	192
Provides adequate communication regarding matters affecting the campus community (e.g. mail schedule policy changes services provided)			65.7%	265	70.0%	253
Overall satisfaction with the services provided	72.4%	406	70.4%	355	76.7%	343
Total respondents (including "Don't Knows")		518		395		380

Parking and Transportation Services

Rating levels of satisfaction with the following attributes of Parking and Transportation Services

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
The ease of finding a parking space when coming to work					64.0%	406
The ease of obtaining an employee permit	94.0%	415	89.4%	386	93.4%	394
The staff advice regarding your parking needs	87.3%	369	88.2%	338	81.5%	302
Effective enforcement of parking violations			73.6%	329	66.8%	346
Balancing the parking access needs of visitors and employees					68.6%	363
The overall experience with parking facilities (lot conditions landscape cleanliness lighting)	88.2%	417	85.9%	404	86.7%	405
The overall experience with peak demand efforts (staff assistance radio station off-campus parking & shuttle)	82.8%	326	80.4%	260	74.8%	294
The overall experience with parking information (signage lot closure notification message boards web site maps events radio station)	85.3%	401	86.4%	354	82.7%	364
Overall satisfaction with the services provided			90.3%	404	80.3%	400
Total respondents (including "Don't Knows")		435		423		419

**Summary of General Staff Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 04/16/07 - 04/27/07)**

Payroll Services

Rating levels of satisfaction with the following attributes of Payroll Services

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Accessibility to Payroll staff when needed			90.1%	353	91.9%	309
Timely response to your requests	90.7%	377	88.0%	343	89.1%	293
Effective problem resolution	90.8%	347	86.8%	319	89.5%	266
Knowledge of staff	94.7%	397	88.4%	336	92.4%	289
Professionalism of staff	94.7%	397	90.9%	350	92.4%	301
Easy to use Payroll Services website			88.1%	226	90.4%	218
Provides adequate communication regarding matters affecting employees (e.g. pay schedule policy changes deduction explanations services provided)			81.2%	329	85.2%	298
Overall satisfaction with the services provided			91.3%	369	92.8%	318
Total respondents (including "Don't Knows")		426		430		386

Print Shop and Quick Copy

Rating levels of satisfaction with the following attributes of University Print Shop and Quick Copy

	All Staff + Faculty			
	2005		2007	
	% Sat	Resp.	% Sat	Resp.
Knowledge and professionalism of staff	88.6%	35	89.5%	86
Ease of use of utilities/forms/procedures	91.7%	36	90.6%	85
Timeliness of Work Performed (Print Shop)	80.6%	36	74.1%	81
Timeliness of Work Performed (Quick Copy)			82.9%	70
Quality of Printing	94.4%	36	87.8%	82
Quality of copy service	94.1%	34	87.8%	74
Price of Work Performed	74.3%	35	82.7%	81
Overall satisfaction with services provided	88.9%	36	82.1%	84
Total Respondents (including "Don't Know")		36		87

Training and Development Programs provided by Staff Human Resources

Rating levels of satisfaction with the following attributes of Training Services

	All Staff					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Quality of course offerings	89.9%	218	84.7%	215	84.6%	195
Variety of course offerings	84.8%	224	70.1%	231	72.4%	203
Providing adequate communication regarding course offerings					81.2%	213
Relevant (to your job) course offerings			65.9%	226	68.9%	206
Frequency of course offerings			69.3%	225	71.9%	196
Quality of instruction	93.8%	208	88.3%	197	93.5%	169
Convenient scheduling	91.7%	217	82.9%	216	83.3%	192
Ease of registering for training classes via the web	95.0%	202	88.3%	206	92.3%	181
Overall satisfaction with the services provided	92.6%	231	80.4%	225	82.2%	197
Total respondents (including "Don't Knows")		274		296		266

**Summary of General Staff Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 04/16/07 - 04/27/07)**

University Police

Rating levels of satisfaction with the following attributes of University Police

	All Staff + Faculty					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
General feeling of safety	95.6%	385	94.1%	409	90.7%	407
Visibility of police	91.3%	380	87.1%	389	78.0%	391
Ease of contact with University Police (e.g. accessibility emergency phone locations)			94.1%	323	94.0%	333
Timeliness of police response	84.2%	19	93.5%	261	90.8%	261
Knowledge of staff	72.7%	22	92.9%	267	90.8%	272
Professionalism of staff	72.7%	22	93.8%	290	92.9%	295
Ease and quality of CSO escort services	97.4%	114	92.5%	120	94.4%	144
Provides adequate communication regarding matters affecting the campus community (e.g. phone numbers warnings crime trends services provided)			85.4%	288	88.1%	361
Overall satisfaction with the services provided	94.3%	335	94.8%	381	94.6%	387
Total respondents (including "Don't Knows")		411		425		416

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Controller's Office

Rating levels of satisfaction with the following attributes of the Controller's Office

	All Staff + Faculty					Faculty					All Staff				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.
Timeliness of travel and expense reimbursement	85.1%	68.2%	245	65.2%	227	80.6%	57.4%	94	59.3%	81	87.1%	74.3%	148	68.5%	146
Ease of travel reimbursement process	80.1%	67.4%	242	69.3%	225	71.8%	52.7%	93	60.8%	79	84.0%	76.0%	146	74.0%	146
The Controller's Office provides adequate communication regarding matters affecting the campus community	77.9%	71.1%	197	73.8%	183	77.8%	66.7%	66	65.4%	52	77.9%	72.9%	129	77.1%	131
Overall satisfaction with the services provided	89.9%	71.6%	250	75.4%	240	88.6%	62.0%	92	63.0%	81	90.5%	76.8%	155	81.8%	159

Total respondents (including "Don't Knows")

398

381

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Employee Relations

Rating levels of satisfaction with the following attributes of Employee Relations

	MPPs		MPPs	
	2006		2007	
	% Sat	Resp.	% Sat	Resp.
Effectiveness of advice or recommended action	81.3%	48	91.9%	62
Responsiveness to your initial contact	93.8%	48	93.7%	63
Timeliness of actions regarding your issue	85.4%	48	88.5%	61
Timeliness of communication regarding next steps	87.0%	46	85.2%	54
Effective investigation of grievances and/or complaints	77.8%	36	93.2%	44
Effective investigation efforts throughout the disciplinary process	81.8%	33	90.5%	42
The extent to which the training provided by Employee Relations is helpful in carrying out your related management duties			92.6%	54
Overall satisfaction with services provided	87.8%	49	93.8%	65

Total respondents (including "Don't Knows")

80

90

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Facilities Management

Rating levels of satisfaction with the following attributes of Facilities Management

	All Staff + Faculty					Faculty					All Staff							
	2005		2006		2007	2005		2006		2007	2005		2006		2007			
	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.				
Attractive and visually appealing campus grounds	96.3%	421	96.2%	421	95.3%	430	97.3%	161	93.8%	161	93.0%	129	96.0%	260	97.7%	260	96.3%	301
Quality of exterior public area maintenance (e.g. litter gum on walkways trash cans cigarette urns general cleanliness)	88.0%	421	90.7%	421	92.5%	428	88.6%	161	90.1%	161	87.6%	129	87.7%	260	91.2%	260	94.6%	299
Quality of interior lighting	87.4%	421	78.1%	421	82.8%	429	77.9%	162	67.3%	162	70.0%	130	90.8%	259	84.9%	259	88.3%	299
Quality of exterior lighting	84.5%	403	75.4%	403	72.1%	408	80.0%	153	69.9%	153	59.2%	120	86.1%	250	78.8%	250	77.4%	288
Building components function as they should (e.g. doors locks floor coverings white boards stairwells)	84.6%	417	82.3%	417	82.0%	422	75.0%	162	76.5%	162	67.4%	129	87.9%	255	85.9%	255	88.4%	293
Heating Ventilation and Air Conditioning function well (note: many buildings do not have A/C)	65.7%	409	58.7%	409	57.9%	425	48.6%	157	51.0%	157	44.2%	129	71.7%	252	63.5%	252	63.9%	296
If dissatisfied with heating/air are you satisfied with response to hot/cold calls?	79.2%	230	64.3%	230			64.5%	77	49.4%	77			82.9%	153	71.9%	153		
Responsiveness to your hot/cold calls					70.4%	321					58.4%	77					74.2%	244
Timeliness of response to routine requests	82.0%	332	77.4%	332	81.8%	351	77.6%	108	64.8%	108	71.1%	90	83.1%	224	83.5%	224	85.4%	261
Timeliness of response to urgent/emergency problems		293	88.7%	293	91.0%	290		85	81.2%	85	88.5%	61		208	91.8%	208	91.7%	229
Customer Service Center is helpful in resolving issues	87.5%	257	86.8%	257	90.3%	289	75.4%	67	74.6%	67	81.7%	60	90.2%	190	91.1%	190	92.6%	229
Provides adequate communication about Facilities Management matters affecting the campus community		328	82.3%	328	88.2%	330		105	77.1%	105	80.0%	80		223	84.8%	223	90.8%	250
Overall satisfaction with the services provided	90.8%	408	88.2%	408	91.5%	411	84.8%	157	80.9%	157	85.5%	117	92.8%	251	92.8%	251	93.9%	294

Total respondents (including "Don't Knows")

423

432

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Quality of Custodial Services for:

	All Staff + Faculty					Faculty					All Staff				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	
Office	78.6%	398	83.4%	418	83.5%	73.4%	149	78.5%	127	78.7%	80.4%	249	86.3%	291	
Restrooms	74.8%	417	74.1%	424	79.5%	78.1%	161	71.4%	128	72.7%	73.6%	256	75.8%	296	
Classrooms				124	76.6%		158	73.4%	124	76.6%					
Public Areas	91.2%	408	91.2%	419	92.6%	88.3%	155	88.4%	125	90.4%	92.2%	253	92.9%	294	

Total respondents (including "Don't Knows")

421 431

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Information Technology Services (Staff)

Rating levels of satisfaction with the following attributes of ITS according to Staff

	All Staff					MPPs					Staff Only (Non-MPP)				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.
Effectiveness of desktop support	90.7%	91.0%	100	95.4%	131	77.8%	82.4%	17	93.5%	31	94.0%	92.8%	83	96.0%	99
Timeliness of desktop support resolutions	88.3%	93.0%	100	94.6%	130	77.8%	88.2%	17	93.5%	31	91.0%	94.0%	83	94.9%	98
Accessibility to ITS staff when needed		93.1%	102	91.7%	133		88.2%	17	94.1%	34		94.1%	85	91.8%	98
Lotus Notes performance	95.7%	94.1%	102			96.6%	88.9%	18			95.4%	95.2%	84		
Features and effectiveness of Lotus Notes				85.8%	134				77.1%	35				88.9%	99
Reliability of telephone (voice network)		93.1%	102	91.0%	134		100.0%	18	81.3%	32		91.7%	84	94.1%	102
Telephone system functions available to you				92.0%	137				84.8%	33				94.2%	104
Reliability of data network		96.1%	102	96.2%	133		100.0%	18	100.0%	35		95.2%	84	94.9%	98
Easy to use Division of Administration web pages (including all DAF functions)		85.3%	95				83.3%	18				85.7%	77		
Information is quickly and easily found on Division of Administration webpages				80.3%	127				65.7%	35				85.9%	92
Adequate communication regarding matters affecting you (e.g. upgrade notifications procedure changes services provided etc.)		91.3%	103	86.9%	137		82.4%	17	88.6%	35		93.0%	86	86.3%	102
Overall satisfaction with the services provided	95.0%	93.2%	103	97.8%	139	91.4%	83.3%	18	97.1%	35	96.0%	95.3%	85	98.1%	104

Total respondents (including "Don't Knows") 108 142

Information Technology Services (Faculty)

Rating levels of satisfaction with the following attributes of ITS according to Faculty

	Faculty only				
	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.
Performance of campus email	88.8%	88.0%	308		
Features and effectiveness of Webmail				81.9%	254
Reliability of telephone (voice network)		88.0%	275	87.0%	238
Telephone system functions available to you	80.8%	72.8%	272	72.4%	239
Availability of wireless connectivity		42.7%	232	56.5%	207
Reliability of wireless connection when you are connected				63.9%	194
Reliability of data network		86.4%	236	88.0%	175

Total respondents (including "Don't Knows") 327 277

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Mail Services

Rating levels of satisfaction with the following attributes of Mail Services

	All Staff + Faculty					Faculty					All Staff				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.
Timeliness of mail delivery to you	65.3%	67.3%	364	72.8%	345	64.7%	65.2%	138	70.2%	121	65.5%	68.2%	223	74.1%	224
Accuracy of mail delivery	71.6%	72.0%	364	76.3%	337	84.8%	81.6%	136	80.5%	118	66.4%	65.8%	225	74.0%	219
Timeliness of mail delivery to intended recipient when you are the sender	65.1%	67.7%	322	74.7%	300	65.7%	71.8%	117	75.7%	103	64.9%	64.9%	202	74.1%	197
Information or training on the preparation of mail delivery	71.5%	64.7%	190	69.8%	192	71.9%	69.2%	52	72.7%	44	71.4%	62.5%	136	68.9%	148
Provides adequate communication regarding matters affecting the campus community (e.g. mail schedule policy changes services provided)		65.7%	265	70.0%	253		65.5%	87	70.7%	75		65.3%	176	69.7%	178
Overall satisfaction with the services provided	72.4%	70.4%	355	76.7%	343	71.7%	74.8%	135	75.4%	122	72.7%	67.3%	217	77.4%	221

Total respondents (including "Don't Knows")

395

380

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Parking and Transportation Services

Rating levels of satisfaction with the following attributes of Parking and Transportation Services

	All Staff + Faculty					Faculty					All Staff					
	2005		2006		2007	2005		2006		2007	2005		2006		2007	
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	
The ease of finding a parking space when coming to work				64.0%	406					43.1%	123				73.1%	283
The ease of obtaining an employee permit	94.0%	89.4%	386	93.4%	394	87.1%	82.7%	150	91.0%	122	96.7%	94.0%	232	94.5%	272	
The staff advice regarding your parking needs	87.3%	88.2%	338	81.5%	302	81.7%	85.8%	120	73.8%	84	89.1%	89.8%	215	84.4%	218	
Effective enforcement of parking violations		73.6%	329	66.8%	346		68.8%	112	57.9%	95		76.3%	215	70.1%	251	
Balancing the parking access needs of visitors and employees				68.6%	363				59.0%	105				72.5%	258	
The overall experience with parking facilities (lot conditions landscape cleanliness lighting)	88.2%	85.9%	404	86.7%	405	84.6%	80.1%	151	81.3%	123	89.7%	89.2%	249	89.0%	282	
The overall experience with peak demand efforts (staff assistance radio station off-campus parking & shuttle)	82.8%	80.4%	260	74.8%	294	76.3%	69.8%	86	57.6%	85	84.8%	86.6%	172	81.8%	209	
The overall experience with parking information (signage lot closure notification message boards web site maps events radio station)	85.3%	86.4%	354	82.7%	364	87.5%	83.7%	123	80.0%	105	84.5%	88.1%	227	83.8%	259	
Overall satisfaction with the services provided		90.3%	404	80.3%	400		84.2%	152	69.4%	121		94.8%	248	84.9%	279	

Total respondents (including "Don't Knows")

423

419

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Payroll Services

Rating levels of satisfaction with the following attributes of Payroll Services

	All Staff + Faculty					Faculty					All Staff				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.
Accessibility to Payroll staff when needed		90.1%	353	91.9%	309		91.5%	118	91.8%	98		89.4%	235	91.9%	211
Timely response to your requests	90.7%	88.0%	343	89.1%	293	86.7%	89.7%	116	87.9%	91	92.6%	87.2%	227	89.6%	202
Effective problem resolution	90.8%	86.8%	319	89.5%	266	87.3%	87.8%	98	86.9%	84	92.4%	86.4%	221	90.7%	182
Knowledge of staff	94.7%	88.4%	336	92.4%	289		88.3%	111	92.3%	91		88.4%	225	92.4%	198
Professionalism of staff	94.7%	90.9%	350	92.4%	301		92.9%	113	92.5%	93		89.9%	237	92.3%	208
Easy to use Payroll Services website		88.1%	226	90.4%	218		79.7%	64	87.1%	62		91.4%	162	91.7%	156
Provides adequate communication regarding matters affecting employees (e.g. pay schedule policy changes deduction explanations services provided)		81.2%	329	85.2%	298		74.3%	105	81.1%	95		84.4%	224	87.2%	203
Overall satisfaction with the services provided	94.6%	91.3%	369	92.8%	318	89.6%	91.3%	127	90.4%	104	96.8%	91.3%	242	93.9%	214

Total respondents (including "Don't Knows")

430 386

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

Print Shop and Quick Copy

Rating levels of satisfaction with the following attributes of University Print Shop and Quick Copy

	All Staff + Faculty				Faculty				Staff			
	2005		2007		2005		2007		2005		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Knowledge and professionalism of staff	88.6%	35	89.5%	86	50%	2	78.6%	14	90.9%	33	91.7%	72
Ease of use of utilities/forms/procedures	91.7%	36	90.6%	85	50%	2	100.0%	13	94.1%	34	88.9%	72
Timeliness of Work Performed (Print Shop)	80.6%	36	74.1%	81	50%	2	70.0%	10	82.4%	34	74.6%	71
Timeliness of Work Performed (Quick Copy)			82.9%	70			76.9%	13			84.2%	57
Quality of Printing	94.4%	36	87.8%	82	50%	2	66.7%	12	97.1%	34	91.4%	70
Quality of copy service	94.1%	34	87.8%	74	50%	2	66.7%	12	96.9%	32	91.9%	62
Price of Work Performed	74.3%	35	82.7%	81	50%	2	54.5%	11	75.8%	33	87.1%	70
Overall satisfaction with services provided	88.9%	36	82.1%	84	50%	2	76.9%	13	91.2%	34	83.1%	71
Total Respondents (with "Don't Know")		36		87		2		14		34		73

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

**Training and Development
Programs provided by Staff
Human Resources**

Rating levels of satisfaction with the following attributes of Training Services

	All Staff					MPPs					Staff Only (Non-MPP)				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.		Resp.	% Sat	% Sat	Resp.	% Sat	Resp.
Quality of course offerings	89.9%	84.7%	215	84.6%	195	100.0%	97.3%	37	87.5%	32	87.5%	82.0%	178	84.0%	163
Variety of course offerings	84.8%	70.1%	231	72.4%	203	97.7%	90.0%	40	75.8%	33	81.8%	66.0%	191	71.8%	170
Providing adequate communication regarding course offerings				81.2%	213				83.3%	36				80.8%	177
Relevant (to your job) course offerings		65.9%	226	68.9%	206		78.9%	38	79.4%	34		63.3%	188	66.9%	172
Frequency of course offerings		69.3%	225	71.9%	196		79.5%	39	84.4%	32		67.2%	186	69.5%	164
Quality of instruction	93.8%	88.3%	197	93.5%	169	97.6%	96.9%	32	92.9%	28	92.8%	86.7%	165	93.6%	141
Convenient scheduling	91.7%	82.9%	216	83.3%	192	97.6%	89.7%	39	93.8%	32	90.3%	81.4%	177	81.3%	160
Ease of registering for training classes via the web	95.0%	88.3%	206	92.3%	181	97.5%	97.3%	37	93.8%	32	94.4%	86.4%	169	91.9%	149
Overall satisfaction with the services provided	92.6%	80.4%	225	82.2%	197	97.7%	97.4%	38	87.1%	31	91.4%	77.0%	187	81.3%	166

Total respondents (including "Don't Knows")

296 266

**General Staff and Faculty Customer Satisfaction Survey Results - Spring 2007
(Administered 4/16/07 - 4/27/07)**

University Police

Rating levels of satisfaction with the following attributes of University Police

	All Staff + Faculty					Faculty					All Staff				
	2005		2006		2007	2005		2006		2007	2005		2006		2007
	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.	% Sat	% Sat	Resp.	% Sat	Resp.
General feeling of safety	95.6%	94.1%	409	90.7%	407	97.3%	94.6%	147	89.4%	123	94.9%	93.8%	259	91.2%	284
Visibility of police	91.3%	87.1%	389	78.0%	391	90.7%	83.5%	133	73.5%	117	91.6%	88.9%	253	79.9%	274
Ease of contact with University Police (e.g. accessibility emergency phone locations)		94.1%	323	94.0%	333		90.2%	102	91.2%	91		95.9%	218	95.0%	242
Timeliness of police response	84.2%	93.5%	261	90.8%	261	60.0%	87.8%	74	88.6%	70	92.9%	95.7%	184	91.6%	191
Knowledge of staff	72.7%	92.9%	267	90.8%	272	60.0%	93.1%	72	89.6%	67	76.5%	92.7%	192	91.2%	205
Professionalism of staff	72.7%	93.8%	290	92.9%	295	60.0%	92.6%	81	97.2%	72	76.5%	94.2%	206	91.5%	223
Ease and quality of CSO escort services	97.4%	92.5%	120	94.4%	144	100.0%	97.4%	38	93.6%	47	96.6%	90.0%	80	94.8%	97
Provides adequate communication regarding matters affecting the campus community (e.g. phone numbers warnings crime trends services provided)		85.4%	288	88.1%	361		83.3%	84	87.2%	109		86.1%	201	88.5%	252
Overall satisfaction with the services provided	94.3%	94.8%	381	94.6%	387	94.2%	93.3%	134	92.2%	115	94.4%	95.5%	244	95.6%	272

Total respondents (including "Don't Knows")

425

416

**ASM/DFO Customer Satisfaction Survey Results - Spring 2007
(Administered 4/30/07 - 5/11/07)**

Budget Management

Rating levels of satisfaction with the following attributes of Budget Management

	ASMs/DFOs					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Timely and accurate budget data provided upon request	100.0%	18	100.0%	16	100.0%	16
Responsiveness to and correction of payroll distribution errors	94.0%	18	93.3%	15	92.9%	14
Timeliness of response to inquiries					100.0%	16
Timeliness of budget transfers and Position Action Forms	94.0%	18	100.0%	15	87.5%	16
Provides adequate support for budget projections/Financial Assessment					84.6%	13
Value of the Internal Budget Document (IBD)					100.0%	13
Overall satisfaction with the services provided	100.0%	18	100.0%	16	100.0%	16
Total respondents (including "Don't Knows")		18		17		17

Controller's Office

Rating levels of satisfaction with the following attributes of the Controller's Office

	ASMs/DFOs					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Knowledge and professionalism of staff	100.0%	18	86.7%	15	80.0%	15
Effective problem resolution					50.0%	16
Responsiveness of staff to your request/question	89.0%	18	93.3%	15	68.8%	16
Clear easy to follow policies and procedures	76.0%	17	66.7%	15	50.0%	16
Usefulness of content available on Controller's website (forms, polices, procedures)					71.4%	14
Timeliness of payments to vendors	83.0%	18	80.0%	15	43.8%	16
Accuracy of payments to vendors					87.5%	16
Effective handling of invoices	83.0%	18	73.3%	15	50.0%	16
Timeliness of travel and expense reimbursement					37.5%	16
Accuracy of travel reimbursement					93.8%	16
Timeliness of GL changes and/or adjustments	83.0%	18	92.9%	14	84.6%	13
Timing of Financial Assessment (Sept, Dec, Mar)					40.0%	15
Usefulness of Financial Assessment to you					50.0%	14
Overall satisfaction with the services provided	100.0%	17	73.3%	15	53.3%	15
Total respondents (including "Don't Knows")		19		16		17

Employee Relations

Rating levels of satisfaction with the following attributes of Employee Relations

	ASMs/DFOs	
	2007	
	% Sat	Resp.
Effectiveness of advice or recommended action	100.0%	16
Responsiveness to your initial contact	100.0%	16
Timeliness of actions regarding your issue	87.5%	16
Timeliness of communication regarding next steps	87.5%	16
Effective investigation of grievances and/or complaints	100.0%	8
Effective investigation efforts throughout the disciplinary process	87.5%	8
The extent to which the training provided by Employee Relations is helpful in carrying out your related management duties	85.7%	14
Overall satisfaction with services provided	100.0%	16
Total respondents (including "Don't Knows")		16

ASM/DFO Customer Satisfaction Survey Results - Spring 2007
(Administered 4/30/07 - 5/11/07)

Facilities Management

Rating levels of satisfaction with the following attributes of Facilities Management

	ASMs/DFOs					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Knowledge and professionalism of staff	94.0%	17	100.0%	15	88.2%	17
Ease of use of key issue process	88.0%	16	85.7%	14	85.7%	14
The electronic work order meets my needs	100.0%	12	85.7%	14	53.8%	13
Timeliness of billing process	59.0%	17	80.0%	15	37.5%	16
Accuracy of the billing process	89.0%	18	73.3%	15	50.0%	16
Timeliness of response to routine requests	83.0%	18	81.3%	16	76.5%	17
Timeliness of response to urgent/emergency problems	88.0%	17	93.8%	16	82.4%	17
Quality of landscaping and grounds	89.0%	18	93.8%	16	87.5%	16
Quality of custodial services provided	75.0%	16	93.8%	16	64.7%	17
Overall satisfaction with the services provided	82.0%	17	93.8%	16	76.5%	17
Total respondents (including "Don't Knows")		19		16		17

Financial Management Information Systems

Rating levels of satisfaction with the following attributes of FMIS

	ASMs/DFOs					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Timeliness in completing PS Finance User ID changes	85.0%	13	100.0%	11	91.7%	12
Responsiveness in resolving issues reported to FIS helpdesk (PS Finance)	83.0%	18	81.8%	11	53.8%	13
Quality of technical support provided for PeopleSoft Finance System	93.0%	15	83.3%	12	66.7%	12
Timeliness of weekly and monthly PS Finance reports	94.0%	17	100.0%	14	81.3%	16
Availability of reports to meet end users needs	83.0%	18	78.6%	14	62.5%	16
Availability of reliable historical data					73.3%	15
Timeliness and quality (meets specifications) of new end user reports requested	77.0%	13	81.8%	11	75.0%	12
Overall satisfaction with services provided	94.0%	17	86.7%	15	81.3%	16
Total respondents (including "Don't Knows")		18		16		17

Mail Services

Rating levels of satisfaction with the following attributes of Mail Services

	ASMs/DFOs					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Timeliness of mail delivery to you	64.0%	14	93.8%	16	76.5%	17
Accuracy of mail delivery	69.0%	16	87.5%	16	68.8%	16
Timeliness of mail delivery to intended recipient when you are the sender	69.0%	13	81.3%	16	73.3%	15
Consistency of mail delivery/pick-up time					87.5%	16
Information or training on the preparation of mail delivery	67.0%	12	81.8%	11	88.9%	9
Accuracy of mail charges					53.8%	13
Provides adequate communication regarding matters affecting the campus community (e.g. mail schedule changes in policies services provided etc)			85.7%	14	75.0%	16
Overall satisfaction with the services provided	63.0%	16	87.5%	16	93.3%	15
Total respondents (including "Don't Knows")		19		16		17

ASM/DFO Customer Satisfaction Survey Results - Spring 2007
(Administered 4/30/07 - 5/11/07)

Payroll Services

Rating levels of satisfaction with the following attributes of Payroll Services

	ASMs/DFOs					
	2005		2006		2007	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Ease of use of forms and procedures for timekeeping	84.0%	19	94.1%	17	82.4%	17
Timeliness of response to timekeeping questions/requests	94.0%	18	100.0%	17	94.1%	17
Effective problem resolution	68.0%	19	82.4%	17	76.5%	17
Effectiveness of Payroll recommendations	83.0%	18	86.7%	15	93.3%	15
Working relations with your department	95.0%	19	94.1%	17	88.2%	17
Easy to use Payroll Services website			90.0%	10	90.9%	11
Usefulness of payroll self service functions (myCSULB)			80.0%	15	100.0%	12
Provides adequate communication regarding matters affecting employees (e.g. pay schedule, policy changes, deduction explanations, services provided, etc)			64.7%	17	62.5%	16
Overall satisfaction with the services provided	100.0%	19	94.1%	17	94.1%	17
Total respondents (including "Don't Knows")		19		17		17

Purchasing

Rating level of satisfaction with the following attributes of Purchasing

	ASMs/DFOs			
	2005		2007	
	% Sat	Resp.	% Sat	Resp.
Accessibility of staff when needed	88%	17	87.5%	16
Knowledgeable staff	94%	17	100.0%	17
Professionalism of staff	94%	17	82.4%	17
Clear, easy to follow policies and procedures	88%	17	87.5%	16
Effective problem resolution			76.9%	13
Accommodating rush and emergency orders	94%	16	100.0%	14
Ease of submitting a requisition	94%	16	88.2%	17
Time between initiating a requisition and issuing a purchase order	81%	16	85.7%	14
Timeliness of receiving goods and/or services from time of requisition	87%	15	87.5%	16
Availability of information on the status of my order	81%	16	81.3%	16
Promoting competitive bidding & reducing sole source reliance	91%	11	80.0%	10
Considers my needs when selecting new vendors			55.6%	9
Taking advantage of all vendor discounts that are allowed	93%	14	81.8%	11
Efficiency of Procurement Credit Card purchase option	100%	18	62.5%	16
Usefulness of Procurement Credit Card purchase option	100%	18	88.2%	17
Overall satisfaction with the services provided	94%	17	94.1%	17
Total respondents (including "Don't Knows")		18		17

Recruiting

Rating levels of satisfaction with the following attributes of Staff Personnel - Recruiting

	All Staff		ASMs/DFOs	
	2005		2007	
	% Sat	Resp.	% Sat	Resp.
Timeliness of hiring process for staff/management positions	52.0%	25	100.0%	17
Communication on status of recruitment	66.7%	24	94.1%	17
Knowledge and professionalism of staff	81.8%	22	94.1%	17
Ease of use of forms and procedures for hiring	65.0%	20	93.8%	16
Advice on how to effectively advertise for open positions			100.0%	17
Advice on how to effectively recruit for open positions (classification, salary range, interview strategies, etc)			100.0%	17
The recruiting department as a partner for finding the best new hires			92.9%	17
Overall satisfaction with services provided	70.8%	24	100.0%	17
Total respondents (including "Don't Knows")		25		17

**Department Buyer Customer Satisfaction Survey Results - Spring 2007
(Administered 4/30/07 - 5/11/07)**

Rating level of satisfaction with the following attributes of the CSULB **Purchasing Department**.

	2005		2007	
	% Satis.	# Resp.	% Satis.	# Resp.
Your overall satisfaction with services provided	78%	9	100.0%	6
Accessibility of staff when needed	78%	9	100.0%	6
Ease of submitting a requisition	100%	9	100.0%	5
Clear easy to follow policies and procedures	75%	8	100.0%	6
Time between initiating a requisition and issuing a purchase order	44%	9	66.7%	6
Timeliness of receiving goods and/or services from time of requisition	56%	9	100.0%	6
Availability of information on the status of my order	67%	9	83.3%	6
Promote competitive bidding & reduce sole source reliance	60%	5	100.0%	5
Considers my needs when selecting new vendors			100.0%	3
Taking advantage of all vendor discounts that are allowed	67%	3	100.0%	4
Accommodating rush and emergency orders	63%	8	83.3%	6
Problem resolution			100.0%	6
Knowledge and professionalism of staff	78%	9	100.0%	6
Efficiency of Procurement Credit Card purchase option	83%	6	100.0%	6
Usefulness of Procurement Credit Card purchase option	100%	6	100.0%	6
Total Respondents		9		6
(skipped this question)				