



California State University, Long Beach

Division of Administration & Finance

2008 Customer Satisfaction Survey Results

Prepared by CSULB DAF QI

Updated 7/17/2008

Explanation of Results

The 2008 Customer Satisfaction Survey was conducted online using the CSU QI Program's survey tool. An email was sent to the entire CSULB faculty and staff on April 15, 2008 inviting all to complete the online survey. The following reports display results for discrete work units. These results show the arithmetic mean. This is calculated by dividing the sum of the set of values for each question by the number of respondents per question, where Very Dissatisfied = 1, Dissatisfied = 2, Neutral = 3, Satisfied = 4, Very Satisfied = 5.

For example:

$$\frac{(20 \text{ Very Dissat.} \times 1) + (20 \text{ Dissat.} \times 2) + (20 \text{ Neutral} \times 3) + (20 \text{ Sat.} \times 4) + (20 \text{ Very Sat.} \times 5)}{(20) + (40) + (60) + (80) + (100)} \div (100 \text{ Respondents}) = 3.0 \text{ mean score}$$

Each mean score is rated using a color scheme established by the Administration and Finance Management Team. On a 5-point satisfaction scale, a mean score of 4.2 is comparable to 80% satisfaction and 3.4 as 60% satisfaction. As a result, mean scores of 4.2 and higher are colored **green**. These "green" scores indicate that survey respondents are generally leaning toward "Satisfied." Mean scores between 3.4 and 4.19 are colored **yellow**. These "yellow" scores indicate that survey respondents are generally leaning toward "Neutral to Satisfied." Mean scores of 3.39 and lower are colored **red**. These "red" scores indicate that survey respondents are generally leaning toward "Dissatisfied to Neutral."

Responses soliciting open-ended comments were transcribed. The comments were compiled into separate Microsoft Excel files for each discrete DAF functional department.

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Responses by Position Type Spring 2008

	# Resp. (2008)	Response Rates			
		2008	2007	2006	2005
Staff	569	36.5%	35.1%	45.6%	48.3%
Faculty	293	16.1%	16.4%	17.0%	16.5%
Total Respondents	862	25.5%	26.5%	29.0%	28.0%

2008 Staff Totals

Division affiliation:

	# Resp.	% Resp.
Academic Affairs	154	27.1%
Administration and Finance	173	30.4%
Student Services	186	32.7%
University Relations & Development	25	4.4%
Department of Athletics or President's Office	24	4.2%
Blank	7	1.2%
Total Respondents	569	100%

Position type:

	# Resp.	% Resp.
MPP	89	15.6%
Staff	480	84.4%
Total Respondents	569	100%

2008 Faculty Totals

Position type:

	# Resp.	% Resp.
Full Professor	38	26.0%
Associate Professor	20	13.7%
Assistant Professor	27	18.5%
Lecturer	55	37.7%
Other faculty	1	0.7%
Librarian	3	2.1%
Counselor	0	0.0%
Other (please specify)	2	1.4%
Total Respondents	146	100.0%

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Benefits Services

Rating levels of satisfaction with the following attributes of Benefits Services

	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.09	370
Accessibility to Benefits staff when needed	4.05	355
Timely response to your requests	4.05	336
Effective problem resolution	4.01	303
Knowledge of staff	4.12	340
Professionalism of staff	4.27	350
Offers appropriate training	3.84	250
Easy to use Benefits Services website	3.88	289
Provides adequate communication regarding matters affecting employees (e.g. enrollment process benefits changes services provided)	3.92	344
Total respondents (including "Don't Knows")		409

Controller's Office

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

	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.43	232
Timeliness of travel and expense reimbursement	2.92	245
Ease of travel reimbursement process	2.97	243
The Controller's Office provides adequate communication regarding matters affecting the campus community	3.23	203
Total respondents (including "Don't Knows")		411

Employee Relations

Rating levels of satisfaction with the following attributes of Employee Relations

	2008	
	Mean	Resp
Overall satisfaction with services provided	4.25	68
Effectiveness of advice or recommended action	4.15	62
Responsiveness to your initial contact	4.31	62
Timeliness of actions regarding your issue	4.08	62
Timeliness of communication regarding next steps	4.23	60
Effective investigation of grievances and/or complaints	3.94	50
Effective investigation efforts throughout the disciplinary process	4.00	46
The extent to which the training provided by Employee Relations is helpful in carrying out your related management duties	4.19	63
Total respondents (including "Don't Knows")		88

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Facilities Management

Rating levels of satisfaction with the following attributes of Facilities Management

	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.05	423
Attractive and visually appealing campus grounds	4.39	438
Quality of exterior public area maintenance (e.g. litter gum on walkways trash cans cigarette urns general cleanliness)	4.17	434
Quality of interior lighting	3.85	437
Quality of exterior lighting	3.73	413
Building components function as they should (e.g. doors locks floor coverings white boards stairwells)	3.89	435
Heating Ventilation and Air Conditioning function well (note: many buildings do not have A/C)	3.36	431
Responsiveness to your hot/cold calls	3.69	339
Timeliness of response to routine requests	3.77	362
Timeliness of response to urgent/emergency problems	4.04	318
Customer Service Center is helpful in resolving issues	3.91	319
Provides adequate communication about Facilities Management matters affecting the campus community	3.89	379
Total respondents (including "Don't Knows")		443

Quality of Custodial Services for:

	2008	
	Mean	Resp
Office	3.85	419
Restrooms	3.69	435
Public Areas	4.03	433
Classrooms	3.77	296
Total respondents (including "Don't Knows")		443

Information Technology Services (Staff)

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

	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.16	131
Effectiveness of desktop support	4.12	121
Timeliness of desktop support resolutions	4.03	120
Accessibility to ITS staff when needed	4.14	126
Features and effectiveness of Lotus Notes	3.97	130
Reliability of telephone (voice network)	4.20	130
Telephone system functions available to you	4.20	129
Reliability of data network	4.20	125
Information is quickly and easily found on Division of Administration webpages	3.77	122
Adequate communication regarding matters affecting you (e.g. upgrade notifications procedure changes services provided etc.)	4.02	126
Reliability of wireless connection when you are connected	3.86	73
Availability of wireless connectivity	3.80	71
Total respondents (including "Don't Knows")		136

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Information Technology Services (Faculty)

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

	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.92	271
Features and effectiveness of Webmail	3.59	267
Reliability of telephone (voice network)	3.91	263
Telephone system functions available to you	3.60	264
Reliability of data network	3.93	231
Reliability of wireless connection when you are connected	3.50	216
Availability of wireless connectivity	3.25	204
Total respondents (including "Don't Knows")		288

Mail Services

Rating levels of satisfaction with the following attributes of Mail Services

	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.67	369
Timeliness of mail delivery to you	3.45	366
Accuracy of mail delivery	3.51	358
Timeliness of mail delivery to intended recipient when you are the sender	3.53	318
Information or training on the preparation of mail delivery	3.38	227
Provides adequate communication regarding matters affecting the campus community (e.g. mail schedule policy changes services provided)	3.43	283
Total respondents (including "Don't Knows")		413

Parking and Transportation Services

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

	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.61	417
The ease of obtaining an employee permit	4.18	406
The ease of finding a parking space when coming to work	3.13	413
The staff advice regarding your parking needs	3.42	310
Effective enforcement of parking violations	3.10	355
Balancing the parking access needs of visitors and employees	3.21	370
The overall experience with parking facilities (lot conditions, landscape, cleanliness, lighting)	3.73	421
The overall experience with peak demand efforts (staff assistance, radio station, off-campus parking, & shuttle)	3.41	320
The overall experience with parking information (signage, lot closure notification, message boards, web site, maps, events radio station)	3.66	403
Adequate communication regarding the Rideshare / Alternate Transportation Program (e.g., transit options, Beach Bucks incentives, bus subsidies)	3.52	375
Total respondents (including "Don't Knows")		439

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Payroll Services

Rating levels of satisfaction with the following attributes of Payroll Services

	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.11	369
Accessibility to Payroll staff when needed	4.09	316
Timely response to your requests	4.00	308
Effective problem resolution	3.90	292
Knowledge of staff	4.08	325
Professionalism of staff	4.12	326
Easy to use Payroll Services website	3.95	248
Provides adequate communication regarding matters affecting employees (e.g. pay schedule, policy changes, deduction explanations, services provided)	3.89	334
Total respondents (including "Don't Knows")		408

Training and Development Programs provided by Staff Human Resources

Rating levels of satisfaction with the following attributes of Training Services

	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.82	200
Quality of course offerings	3.82	194
Variety of course offerings	3.57	208
Providing adequate communication regarding course offerings	3.95	218
Relevant (to your job) course offerings	3.44	210
Frequency of course offerings	3.58	211
Quality of instruction	4.02	168
Convenient scheduling	3.72	202
Ease of registering for training classes via the web	4.06	181
Total respondents (including "Don't Knows")		264

University Police

Rating levels of satisfaction with the following attributes of University Police

	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.10	384
General feeling of safety	4.07	425
Visibility of police	3.82	416
Ease of contact with University Police (e.g. accessibility emergency phone locations)	4.10	356
Timeliness of police response	4.07	274
Knowledge of staff	3.98	289
Professionalism of staff	4.06	328
Ease and quality of CSO escort services	4.02	174
Provides adequate communication regarding matters affecting the campus community (e.g. phone numbers, warnings, crime trends, services provided)	4.14	396
Total respondents (including "Don't Knows")		437

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Benefits Services

Rating levels of satisfaction with the following attributes of Benefits Services

	All Staff+Faculty 2008		Faculty 2008		All Staff 2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	4.09	370	4.10	126	4.09	244
Accessibility to Benefits staff when needed	4.05	355	4.00	117	4.07	238
Timely response to your requests	4.05	336	3.96	112	4.09	224
Effective problem resolution	4.01	303	3.98	103	4.02	200
Knowledge of staff	4.12	340	4.05	109	4.16	231
Professionalism of staff	4.27	350	4.25	116	4.27	234
Offers appropriate training	3.84	250	3.82	65	3.85	185
Easy to use Benefits Services website	3.88	289	3.69	85	3.96	204
Provides adequate communication regarding matters affecting employees (e.g. enrollment process benefits changes services provided)	3.92	344	3.86	111	3.95	233

Total respondents (including "Don't Knows") 409

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Controller's Office

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

	All Staff+Faculty		Faculty		All Staff	
	2008		2008		2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	3.43	232	3.23	73	3.52	159
Timeliness of travel and expense reimbursement	2.92	245	2.88	89	2.95	156
Ease of travel reimbursement process	2.97	243	2.87	89	3.03	154
The Controller's Office provides adequate communication regarding matters affecting the campus community	3.23	203	2.93	60	3.36	143

Total respondents (including "Don't Knows")

411

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Employee Relations

Rating levels of satisfaction with the following attributes of Employee Relations

	MPPs	
	2008	
	Mean	Resp
Overall satisfaction with services provided	4.25	68
Effectiveness of advice or recommended action	4.15	62
Responsiveness to your initial contact	4.31	62
Timeliness of actions regarding your issue	4.08	62
Timeliness of communication regarding next steps	4.23	60
Effective investigation of grievances and/or complaints	3.94	50
Effective investigation efforts throughout the disciplinary process	4.00	46
The extent to which the training provided by Employee Relations is helpful in carrying out your related management duties	4.19	63

Total respondents (including "Don't Knows") 88

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Facilities Management

Rating levels of satisfaction with the following attributes of Facilities Management

	All Staff+Faculty		Faculty		All Staff	
	2008		2008		2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	4.05	423	3.81	144	4.17	294
Attractive and visually appealing campus grounds	4.39	438	4.17	144	4.50	296
Quality of exterior public area maintenance (e.g. litter gum on walkways trash cans cigarette urns general cleanliness)	4.17	434	3.97	145	4.27	294
Quality of interior lighting	3.85	437	3.53	146	4.01	296
Quality of exterior lighting	3.73	413	3.46	142	3.87	294
Building components function as they should (e.g. doors locks floor coverings white boards stairwells)	3.89	435	3.61	146	4.03	297
Heating Ventilation and Air Conditioning function well (note: many buildings do not have A/C)	3.36	431	2.87	143	3.61	297
Responsiveness to your hot/cold calls	3.69	339	3.29	92	3.83	247
Timeliness of response to routine requests	3.77	362	3.35	102	3.94	260
Timeliness of response to urgent/emergency problems	4.04	318	3.54	79	4.20	239
Customer Service Center is helpful in resolving issues	3.91	319	3.51	80	4.04	239
Provides adequate communication about Facilities Management matters affecting the campus community	3.89	379	3.52	116	4.05	263

Total respondents (including "Don't Knows") 443

Quality of Custodial Services for:

	All Staff+Faculty		Faculty		All Staff	
	2008		2008		2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Office	3.85	419	3.62	138	3.97	281
Restrooms	3.69	435	3.52	145	3.78	290
Public Areas	4.03	433	3.88	145	4.10	288
Classrooms	3.77	296	3.61	140	3.91	156

Total respondents (including "Don't Knows") 443

Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008 (Administered 04/16/08 - 04/30/08)

Information Technology Services

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

	All Staff		MPPs		Staff Only (Non-MPP)	
	2008		2008		2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	4.16	131	4.03	32	4.20	99
Effectiveness of desktop support	4.12	121	4.00	32	4.15	94
Timeliness of desktop support resolutions	4.03	120	3.89	32	4.06	93
Accessibility to ITS staff when needed	4.14	126	4.13	31	4.15	96
Features and effectiveness of Lotus Notes	3.97	130	3.75	32	4.04	98
Reliability of telephone (voice network)	4.20	130	4.07	32	4.24	100
Telephone system functions available to you	4.20	129	4.07	32	4.24	99
Reliability of data network	4.20	125	4.29	32	4.18	97
Information is quickly and easily found on Division of Administration webpages	3.77	122	3.69	32	3.80	93
Adequate communication regarding matters affecting you (e.g. upgrade notifications procedure changes services provided etc.)	4.02	126	4.07	32	4.01	97
Reliability of wireless connection when you are connected	3.86	73	4.32	32	3.70	54
Availability of wireless connectivity	3.80	71	4.22	31	3.66	53

Total respondents (including "Don't Knows") 136

Information Technology Services

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

	Faculty only	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.92	271
Features and effectiveness of Webmail	3.59	267
Reliability of telephone (voice network)	3.91	263
Telephone system functions available to you	3.60	264
Reliability of data network	3.93	231
Reliability of wireless connection when you are connected	3.50	216
Availability of wireless connectivity	3.25	204

Total respondents (including "Don't Knows") 288

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Mail Services

Rating levels of satisfaction with the following attributes of Mail Services

	All Staff+Faculty 2008		Faculty 2008		All Staff 2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	3.67	369	3.67	127	3.67	242
Timeliness of mail delivery to you	3.45	366	3.43	127	3.46	239
Accuracy of mail delivery	3.51	358	3.72	124	3.40	234
Timeliness of mail delivery to intended recipient when you are the sender	3.53	318	3.54	105	3.52	213
Information or training on the preparation of mail delivery	3.38	227	3.44	66	3.36	161
Provides adequate communication regarding matters affecting the campus community (e.g. mail schedule policy changes services provided)	3.43	283	3.43	80	3.43	203

Total respondents (including "Don't Knows")

413

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Parking and Transportation Services

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

	All Staff+Faculty 2008		Faculty 2008		All Staff 2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	3.61	417	3.42	139	3.71	278
The ease of obtaining an employee permit	4.18	406	4.15	136	4.20	270
The ease of finding a parking space when coming to work	3.13	413	2.68	138	3.35	275
The staff advice regarding your parking needs	3.42	310	3.15	94	3.54	216
Effective enforcement of parking violations	3.10	355	2.89	108	3.19	247
Balancing the parking access needs of visitors and employees	3.21	370	2.99	109	3.30	261
The overall experience with parking facilities (lot conditions, landscape, cleanliness, lighting)	3.73	421	3.57	138	3.80	283
The overall experience with peak demand efforts (staff assistance, radio station, off-campus parking, & shuttle)	3.41	320	3.19	102	3.52	218
The overall experience with parking information (signage, lot closure notification, message boards, web site, maps, events radio station)	3.66	403	3.56	124	3.70	279
Adequate communication regarding the Rideshare / Alternate Transportation Program (e.g., transit options, Beach Bucks incentives, bus subsidies)	3.52	375	3.52	114	3.52	261

Total respondents (including "Don't Knows")

439

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Payroll Services

Rating levels of satisfaction with the following attributes of Payroll Services

	All Staff+Faculty 2008		Faculty 2008		All Staff 2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	4.11	369	4.05	132	4.14	237
Accessibility to Payroll staff when needed	4.09	316	3.93	101	4.16	215
Timely response to your requests	4.00	308	3.83	100	4.09	208
Effective problem resolution	3.90	292	3.75	97	3.98	195
Knowledge of staff	4.08	325	3.90	103	4.16	222
Professionalism of staff	4.12	326	4.08	104	4.14	222
Easy to use Payroll Services website	3.95	248	3.84	74	4.00	174
Provides adequate communication regarding matters affecting employees (e.g. pay schedule, policy changes, deduction explanations, services provided)	3.89	334	3.75	112	3.96	222

Total respondents (including "Don't Knows")

408

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

**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)	
	2008		2008		2008	
	% Sat	Resp.	% Sat	Resp.	% Sat	Resp.
Overall satisfaction with the services provided	3.82	200	4.21	28	3.76	172
Quality of course offerings	3.82	194	3.00	25	3.80	167
Variety of course offerings	3.57	208	3.93	30	3.51	178
Providing adequate communication regarding course offerings	3.95	218	4.23	31	3.90	187
Relevant (to your job) course offerings	3.44	210	3.86	29	3.37	181
Frequency of course offerings	3.58	211	3.83	30	3.54	181
Quality of instruction	4.02	168	4.09	23	4.01	145
Convenient scheduling	3.72	202	4.00	29	3.67	173
Ease of registering for training classes via the web	4.06	181	4.32	25	4.01	156

Total respondents (including "Don't Knows") 264

**Summary of General Staff/Faculty Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

University Police

Rating levels of satisfaction with the following attributes of University Police

	All Staff+Faculty 2008		Faculty 2008		All Staff 2008	
	Mean	Resp	Mean	Resp	Mean	Resp
Overall satisfaction with the services provided	4.10	384	3.98	117	4.16	267
General feeling of safety	4.07	425	3.95	134	4.13	291
Visibility of police	3.82	416	3.61	132	3.92	284
Ease of contact with University Police (e.g. accessibility emergency phone locations)	4.10	356	4.01	101	4.14	255
Timeliness of police response	4.07	274	4.00	71	4.09	203
Knowledge of staff	3.98	289	3.87	71	4.01	218
Professionalism of staff	4.06	328	4.05	84	4.07	244
Ease and quality of CSO escort services	4.02	174	3.89	55	4.08	119
Provides adequate communication regarding matters affecting the campus community (e.g. phone numbers, warnings, crime trends, services provided)	4.14	396	4.03	121	4.19	275

Total respondents (including "Don't Knows") 437

**Summary of ASM/DFO Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Budget Management

Rating levels of satisfaction with the following attributes of Budget Management

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.35	17
Timely and accurate budget data provided upon request	4.35	17
Timeliness of response to inquiries	4.56	18
Timeliness of budget transfers and Position Action Forms	4.56	18
Provides adequate support for budget projections/Financial Assessment	3.88	16
Value of the Internal Budget Document (IBD)	3.82	17
Total respondents (including "Don't Knows")		19

Controller's Office

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

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.17	18
Knowledge and professionalism of staff	3.17	18
Effective problem resolution by Accounts Payable	2.61	18
Effective problem resolution by General Accounting	3.53	17
Effective problem resolution by Financial Reporting	3.64	14
Responsiveness of Accounts Payable staff to your request/question	2.89	18
Responsiveness of General Accounting staff to your request/question	3.83	18
Responsiveness of Financial Reporting staff to your request/question	3.67	15
Clear easy to follow policies and procedures	2.83	18
Usefulness of content available on Controller's website (forms, policies, procedures)	2.69	16
Timeliness of payments to vendors	2.65	17
Accuracy of payments to vendors	3.82	17
Effective handling of invoices	2.83	18
Timeliness of travel and expense reimbursement	1.95	19
Accuracy of travel reimbursement	3.32	19
Total respondents (including "Don't Knows")		20

Facilities Management

Rating levels of satisfaction with the following attributes of Facilities Management

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.75	20
Knowledge and professionalism of staff	4.16	19
Ease of use of key issue process	3.89	18
The electronic work order meets my needs	3.41	17
Timeliness of billing process	2.68	19
Accuracy of the billing process	3.05	19
Timeliness of response to routine requests	3.70	20
Timeliness of response to urgent/emergency problems	4.11	19
Quality of landscaping and grounds	4.42	19
Quality of custodial services provided	3.70	20
Total respondents (including "Don't Knows")		20

**Summary of ASM/DFO Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Financial Management Information Systems

Rating levels of satisfaction with the following attributes of FMIS

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with services provided	3.88	17
Timeliness in completing PS Finance User ID changes	3.69	16
Responsiveness in resolving issues reported to FIS helpdesk (PS Finance)	3.20	15
Quality of technical support provided for PeopleSoft Finance System	3.27	15
Timeliness of weekly and monthly PS Finance reports	3.76	17
Availability of reliable historical data	3.94	17
Availability of reports to meet end users needs	3.81	16
Timeliness and quality (meets specifications) of new end user reports requested	3.62	13
Total respondents (including "Don't Knows")		19

Mail Services

Rating levels of satisfaction with the following attributes of Mail Services

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.53	15
Timeliness of mail delivery to you	3.41	17
Accuracy of mail delivery	3.00	16
Timeliness of mail delivery to intended recipient when you are the sender	3.33	15
Consistency of mail delivery/pick-up time	4.00	14
Information or training on the preparation of mail delivery	3.55	11
Accuracy of mail charges	3.42	12
Provides adequate communication regarding matters affecting the campus community (e.g. mail schedule, changes in policies, services provided, etc.)	3.33	12
Total respondents (including "Don't Knows")		20

Payroll Services

Rating levels of satisfaction with the following attributes of Payroll Services

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	4.15	20
Ease of use of forms and procedures for timekeeping	3.95	20
Responsiveness to and correction of payroll distribution errors	3.95	19
Timeliness of response to timekeeping questions/requests	4.25	20
Effective problem resolution	4.05	20
Effectiveness of Payroll recommendations	4.06	16
Working relations with your department	4.32	19
Easy to use Payroll Services website	3.67	15
Usefulness of payroll self service functions (myCSULB)	4.06	18
Provides adequate communication regarding matters affecting employees (e.g. pay schedule, policy changes, deduction explanations, services provided, etc)	3.61	18
Total respondents (including "Don't Knows")		20

**Summary of ASM/DFO Customer Satisfaction Survey Results - Spring 2008
(Administered 04/16/08 - 04/30/08)**

Purchasing

Rating level of satisfaction with the following attributes of Purchasing

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with the services provided	3.78	18
Accessibility of staff when needed	3.42	19
Knowledgeable staff	3.74	19
Professionalism of staff	3.89	19
Effective problem resolution	3.37	19
Clear, easy to follow policies and procedures	3.11	19
Accommodating rush and emergency orders	3.68	19
Time between initiating a requisition and issuing a purchase order	3.16	19
Timeliness of receiving goods and/or services from time of requisition	3.60	15
Availability of information on the status of my order	3.28	18
Promoting competitive bidding & reducing sole source reliance	3.38	16
Considers my needs when selecting new vendors	2.82	17
Taking advantage of all vendor discounts that are allowed	3.46	13
Efficiency of Procurement Credit Card purchase option	3.58	19
Usefulness of Procurement Credit Card purchase option	4.00	18
Total respondents (including "Don't Knows")		19

Safety and Risk Management

Rating levels of satisfaction with the following attributes of Safety and Risk Management

	ASMs/DFOs	
	2008	
	Mean	Resp
Overall satisfaction with services provided	4.32	19
Ease of use of forms and procedures for Environmental Health & Safety	3.89	18
Ease of use of forms and procedures for Risk Management/Workers Compensation	4.05	20
Accessibility of unit/staff regarding your Environmental Health & Safety issue(s)	4.44	16
Accessibility of unit/staff regarding your Risk Management/Workers Compensation issue(s)	4.55	20
Effectiveness of service/advice regarding your Environmental Health & Safety issue(s)	4.11	18
Effectiveness of service/advice regarding your Risk Management/Workers Compensation issue(s)	4.47	19
Knowledge and professionalism of staff	4.47	19
Effectiveness of web site regarding your issue(s)	3.88	16
Availability of types of training to meet your needs	3.94	18
Availability of types of training to meet the needs of your area staff and/or faculty	3.83	18
Responsiveness of unit/staff to your Environmental Health & Safety request(s)/question(s)	4.29	17
Responsiveness of unit/staff to your Risk Management/Workers Compensation request(s)/question(s)	4.65	20
Total respondents (including "Don't Knows")		20