Survey Scope

**SPRING SURVEY**
FLIGHT 1
- Facilities Services
- Financial Services
- Information Technology Services
- Public Safety

Administrative Services
Budget & Planning
Internal Audit

**FALL SURVEY**
FLIGHT 2
Who We Heard From

**TOTAL RESPONSES**

Total Responses Year to Year

- **Faculty**
  - 2013: 310
  - 2015: 237
  - 2017: 340
  - 2020-Flight 1: 304
  - 2020-Flight 2: 214

- **Staff**
  - 2013: 201
  - 2015: 188
  - 2017: 235
  - 2020-Flight 1: 172
  - 2020-Flight 2: 259

- **Staff/Faculty Mix**
  - 2013: 31
  - 2015: 72
  - 2017: 48
  - 2020-Flight 1: 66
  - 2020-Flight 2: 66

**2020-Flight 1:** Facilities Services, Financial Services, Public Safety, Information Technology Services

**2020-Flight 2:** Administrative Services, Budget & Planning, Internal Audit
Who We Heard From

Supervisors & Non-supervisors

- Supervisor: 26%
- Non-supervisor: 74%

Experience at CSUCI

- < 5 years: 44%
- 5 – 10 years: 24%
- > 10 years: 32%
Q6 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units. (5 for excellent; 1 for needs improvement)

Average Performance Rating by Unit

- Administrative Services: 3.08
- Budget & Planning: 3.28
- Facilities Services: 3.72
- Financial Services: 3.15
- Information Technology Services: 3.99
- Internal Audit: 3.32
- Public Safety: 4.09
Q6 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units. (5 for excellent; 1 for needs improvement)

Overall Performance

Year-to-Year Comparison

Administrative Services
Budget & Planning*
Facilities Services
Financial Services
Public Safety
Information Technology Services*
Internal Audit**

*Unit not included in previous surveys.
**Unit not included in 2015 and 2013 surveys.
Q8 - Please indicate your level of agreement with these statements describing Administrative Services.

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree Nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides high quality services</td>
<td>12.8%</td>
<td>16.8%</td>
<td>12.0%</td>
<td>37.6%</td>
<td>20.8%</td>
</tr>
<tr>
<td>Helps solve complex problems</td>
<td>19.7%</td>
<td>13.9%</td>
<td>21.3%</td>
<td>24.6%</td>
<td>20.5%</td>
</tr>
<tr>
<td>Communicates effectively</td>
<td>20.3%</td>
<td>23.4%</td>
<td>14.1%</td>
<td>22.7%</td>
<td>19.5%</td>
</tr>
<tr>
<td>Uses campus feedback to improve its processes and activities</td>
<td>18.9%</td>
<td>21.7%</td>
<td>30.2%</td>
<td>14.2%</td>
<td>15.1%</td>
</tr>
<tr>
<td>Provides services that are critical to the mission of CSUCI</td>
<td>7.9%</td>
<td>27.6%</td>
<td>54.3%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Responds in a timely manner</td>
<td>20.5%</td>
<td>21.3%</td>
<td>17.3%</td>
<td>21.3%</td>
<td>19.7%</td>
</tr>
</tbody>
</table>

Total # of Responses:
- Provides high quality services: 125
- Helps solve complex problems: 122
- Communicates effectively: 128
- Uses campus feedback to improve its processes and activities: 106
- Provides services that are critical to the mission of CSUCI: 127
- Responds in a timely manner: 127
**Administrative Services**

**2017 vs 2020 Comparison**

<table>
<thead>
<tr>
<th>Statement</th>
<th>2017</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides high quality services</td>
<td>3.76</td>
<td>3.37</td>
</tr>
<tr>
<td>Helps solve complex problems</td>
<td>3.58</td>
<td>3.12</td>
</tr>
<tr>
<td>Communicates effectively</td>
<td>3.54</td>
<td>2.98</td>
</tr>
<tr>
<td>Uses campus feedback to improve its processes and activities</td>
<td>3.26</td>
<td>2.85</td>
</tr>
<tr>
<td>Provides services that are critical to the mission of CSUCI</td>
<td>4.19</td>
<td>4.18</td>
</tr>
<tr>
<td>Responds in a timely manner</td>
<td>3.5</td>
<td>2.98</td>
</tr>
</tbody>
</table>

Q8 - Please indicate your level of agreement with these statements describing Administrative Services.
(5 for strongly agree; 1 for strongly disagree)

**Numeric values assigned to responses for purposes of year-to-year comparison.**

**No 1:1 comparison can be made with 2013 and 2015 survey data, so it is not provided here. The data is available upon request.**
Responds in a timely manner

Provides services that are critical to the mission of CSUCI

Communicates effectively

Uses campus feedback to improve its processes and activities

Helps solve complex problems

Provides high quality services

Q25 - Please indicate your level of agreement with these statements describing Budget & Planning.
Budget & Planning

Q25 - Please indicate your level of agreement with these statements describing Budget & Planning. (5 for strongly agree; 1 for strongly disagree)

- Provides high quality services: 3.65
- Helps solve complex problems: 3.63
- Communicates effectively: 3.27
- Uses campus feedback to improve its processes and activities: 3.26
- Provides services that are critical to the mission of CSUCI: 4.2
- Responds in a timely manner: 3.46

Unit not included in prior surveys so no year-to-year comparison can be provided.
Facilities Services

Q29 - Please indicate your level of agreement with these statements describing Facilities Services.

- Provides high quality services
  - Strongly Disagree: 7.4%
  - Disagree: 16.0%
  - Neither Agree Nor Disagree: 42.3%
  - Agree: 33.1%
  - Strongly Agree: 1.1%
  - Total Responses: 175

- Helps solve complex problems
  - Strongly Disagree: 14.7%
  - Disagree: 19.6%
  - Neither Agree Nor Disagree: 35.7%
  - Agree: 28.7%
  - Strongly Agree: 1.4%
  - Total Responses: 143

- Communicates effectively
  - Strongly Disagree: 7.0%
  - Disagree: 18.4%
  - Neither Agree Nor Disagree: 16.5%
  - Agree: 34.8%
  - Strongly Agree: 23.4%
  - Total Responses: 158

- Uses campus feedback to improve its processes and activities
  - Strongly Disagree: 8.5%
  - Disagree: 12.4%
  - Neither Agree Nor Disagree: 27.1%
  - Agree: 27.9%
  - Strongly Agree: 24.0%
  - Total Responses: 129

- Provides services that are critical to the mission of CSUCI
  - Strongly Disagree: 5.4%
  - Disagree: 30.5%
  - Neither Agree Nor Disagree: 61.9%
  - Agree: 2.4%
  - Strongly Agree: 1.2%
  - Total Responses: 167

- Responds in a timely manner
  - Strongly Disagree: 9.9%
  - Disagree: 14.9%
  - Neither Agree Nor Disagree: 19.9%
  - Agree: 32.9%
  - Strongly Agree: 22.4%
  - Total Responses: 161
Q29 - Please indicate your level of agreement with these statements describing Facilities Services. (5 for strongly agree; 1 for strongly disagree)

Facilities Services

2017 vs 2020 Comparison

- Provides high quality services: 2017 - 3.99; 2020 - 3.85
- Helps solve complex problems: 2017 - 3.49; 2020 - 3.53
- Communicates effectively: 2017 - 3.47; 2020 - 3.25
- Uses campus feedback to improve its processes and activities: 2017 - 3.47; 2020 - 3.27
- Provides services that are critical to the mission of CSUCI: 2017 - 4.5; 2020 - 4.23
- Responds in a timely manner: 2017 - 3.43; 2020 - 3.43

Numeric values assigned to responses for purposes of year-to-year comparison.
**Financial Services**

Q8 - Please indicate your level of agreement with these statements describing Financial Services.

- Provides high quality services: 6.0% Strongly Disagree, 20.3% Disagree, 25.8% Neither Agree Nor Disagree, 31.9% Agree, 15.9% Strongly Agree

- Helps solve complex problems: 6.6% Strongly Disagree, 27.7% Disagree, 23.5% Neither Agree Nor Disagree, 31.3% Agree, 10.8% Strongly Agree

- Communicates effectively: 17.4% Strongly Disagree, 24.5% Disagree, 22.3% Neither Agree Nor Disagree, 23.4% Agree, 12.5% Strongly Agree

- Uses campus feedback to improve its processes and activities: 15.8% Strongly Disagree, 24.3% Disagree, 36.2% Neither Agree Nor Disagree, 11.8% Agree, 11.8% Strongly Agree

- Provides services that are critical to the mission of CSUCI: 13.9% Strongly Disagree, 32.8% Disagree, 44.4% Neither Agree Nor Disagree, 14.4% Agree, 13.9% Strongly Agree

- Responds in a timely manner: 14.0% Strongly Disagree, 29.4% Disagree, 21.4% Neither Agree Nor Disagree, 19.7% Agree, 15.2% Strongly Agree
Financial Services

2017 vs 2020 Comparison

Provides high quality services

Helps solve complex problems

Communicates effectively

Uses campus feedback to improve its processes and activities

Provides services that are critical to the mission of CSUCI

Responds in a timely manner

Q8 - Please indicate your level of agreement with these statements describing Financial Services. (5 for strongly agree; 1 for strongly disagree)

Numeric values assigned to responses for purposes of year-to-year comparison.
Information Technology Services

Q38 - Please indicate your level of agreement with these statements describing Information Technology Services.

- Provides high quality services
  - Strongly Disagree: 1.1%
  - Disagree: 4.5%
  - Neither Agree Nor Disagree: 6.8%
  - Agree: 40.1%
  - Strongly Agree: 47.5%
  - Total Responses: 177

- Helps solve complex problems
  - Strongly Disagree: 2.3%
  - Disagree: 3.5%
  - Neither Agree Nor Disagree: 8.8%
  - Agree: 37.4%
  - Strongly Agree: 48.0%
  - Total Responses: 171

- Communicates effectively
  - Strongly Disagree: 4.6%
  - Disagree: 8.6%
  - Neither Agree Nor Disagree: 9.8%
  - Agree: 32.2%
  - Strongly Agree: 44.8%
  - Total Responses: 174

- Uses campus feedback to improve its processes and activities
  - Strongly Disagree: 3.4%
  - Disagree: 7.6%
  - Neither Agree Nor Disagree: 17.4%
  - Agree: 29.9%
  - Strongly Agree: 41.7%
  - Total Responses: 144

- Provides services that are critical to the mission of CSUCI
  - Strongly Disagree: 1.2%
  - Disagree: 1.7%
  - Neither Agree Nor Disagree: 2.3%
  - Agree: 21.8%
  - Strongly Agree: 73.0%
  - Total Responses: 174

- Responds in a timely manner
  - Strongly Disagree: 2.3%
  - Disagree: 7.0%
  - Neither Agree Nor Disagree: 8.8%
  - Agree: 32.2%
  - Strongly Agree: 49.7%
  - Total Responses: 171
Q38 - Please indicate your level of agreement with these statements describing Information Technology Services. (5 for strongly agree; 1 for strongly disagree)

- Provides high quality services: 4.28
- Helps solve complex problems: 4.25
- Communicates effectively: 4.03
- Uses campus feedback to improve its processes and activities: 3.99
- Provides services that are critical to the mission of CSUCI: 4.64
- Responds in a timely manner: 4.2

- Unit not included in 2017 survey.
- Numeric values assigned to responses for purposes of year-to-year comparison.
**Internal Audit**

Q32 - Please indicate your level of agreement with these statements describing Internal Audit:

- Provides high quality services: 6.1% Strongly Disagree, 18.2% Disagree, 51.5% Neither Agree Nor Disagree, 24.2% Agree, 6.1% Strongly Agree
- Helps solve complex problems: 6.1% Strongly Disagree, 9.1% Disagree, 24.2% Neither Agree Nor Disagree, 39.4% Agree, 21.2% Strongly Agree
- Communicates effectively: 7.7% Strongly Disagree, 10.3% Disagree, 28.2% Neither Agree Nor Disagree, 28.2% Agree, 25.6% Strongly Agree
- Uses campus feedback to improve its processes and activities: 7.4% Strongly Disagree, 15.4% Disagree, 28.2% Neither Agree Nor Disagree, 43.6% Agree, 7.7% Strongly Agree
- Provides services that are critical to the mission of CSUCI: 6.5% Strongly Disagree, 15.4% Disagree, 28.2% Neither Agree Nor Disagree, 43.6% Agree, 6.5% Strongly Agree
- Responds in a timely manner: 6.5% Strongly Disagree, 22.6% Disagree, 32.3% Neither Agree Nor Disagree, 32.3% Agree, 6.5% Strongly Agree
Q32 - Please indicate your level of agreement with these statements describing Internal Audit:

- Provides high quality services: 3.32 (2017) vs 3.88 (2020)
- Communicates effectively: 3.06 (2017) vs 3.54 (2020)
- Uses campus feedback to improve its processes and activities: 2.86 (2017) vs 3.48 (2020)
- Provides services that are critical to the mission of CSUCI: 3.74 (2017) vs 3.95 (2020)
- Responds in a timely manner: 3.2 (2017) vs 3.77 (2020)

Strongly Disagree Neutral Strongly Agree

Numeric values assigned to responses for purposes of comparison.
Public Safety

Q21 - Please indicate your level of agreement with these statements describing Public Safety.

- Provides high quality services
- Helps solve complex problems
- Communicates effectively
- Uses campus feedback to improve its processes and activities
- Provides services that are critical to the mission of CSUCI
- Responds in a timely manner
Public Safety

2017 vs 2020 Comparison

- Provides high quality services: 4.32 (2017) vs 4.21 (2020)
- Communicates effectively: 3.91 (2017) vs 4.17 (2020)
- Uses campus feedback to improve its processes and activities: 4.02 (2017) vs 3.9 (2020)
- Provides services that are critical to the mission of CSUCI: 4.56 (2017) vs 4.47 (2020)
- Responds in a timely manner: 4.44 (2017) vs 4.21 (2020)

Q21 - Please indicate your level of agreement with these statements describing Public Safety. (5 for strongly agree; 1 for strongly disagree)

Numeric values assigned to responses for purposes of year-to-year comparison.