



2020 CUSTOMER SATISFACTION SURVEY RESULTS  
EXECUTIVE SUMMARY

DIVISION OF BUSINESS & FINANCIAL AFFAIRS

# Survey Scope

## SPRING SURVEY

FLIGHT 1

Facilities Services

Financial Services

Information Technology Services

Public Safety

Administrative Services

Budget & Planning

Internal Audit

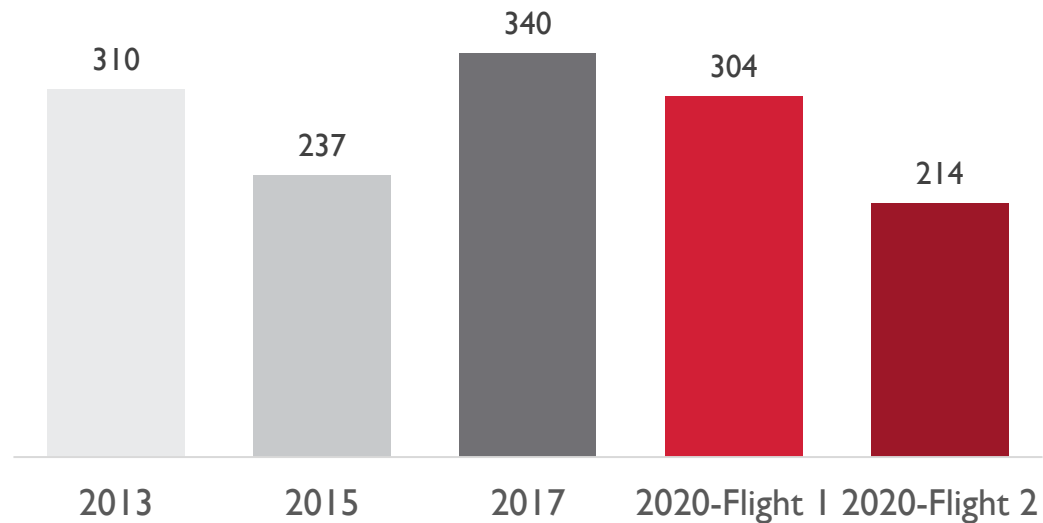
## FALL SURVEY

FLIGHT 2

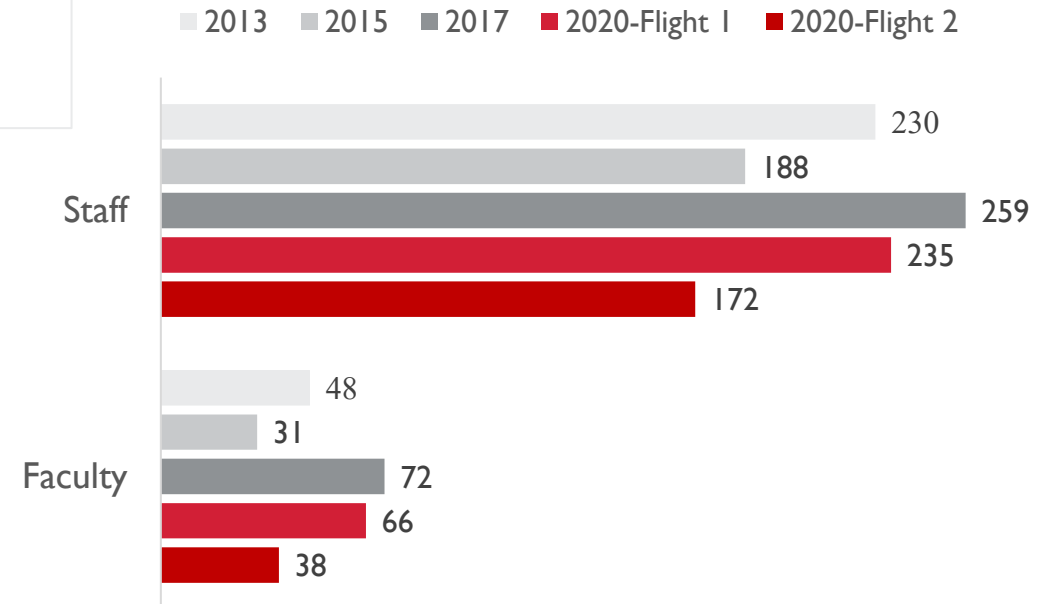
# Who We Heard From

## TOTAL RESPONSES

Total Responses Year to Year



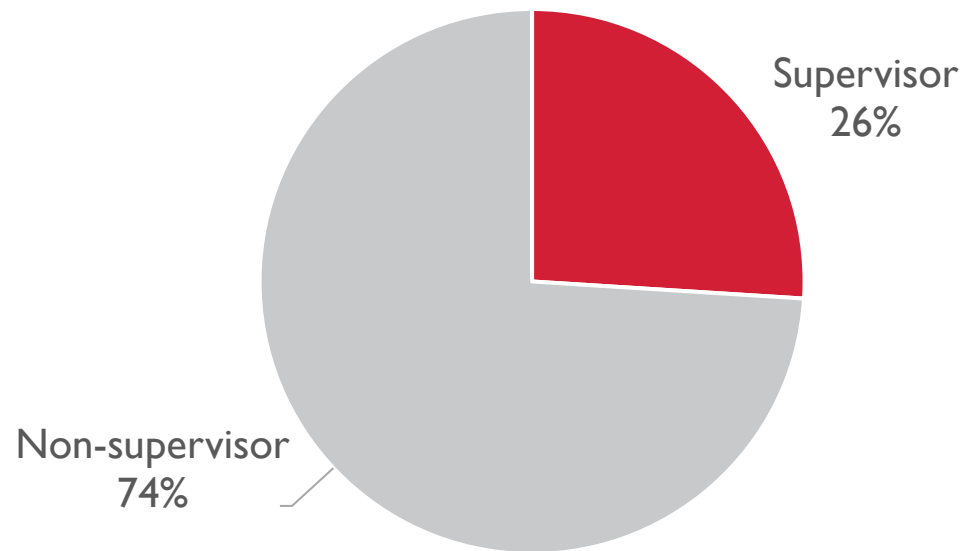
## Staff/Faculty Mix



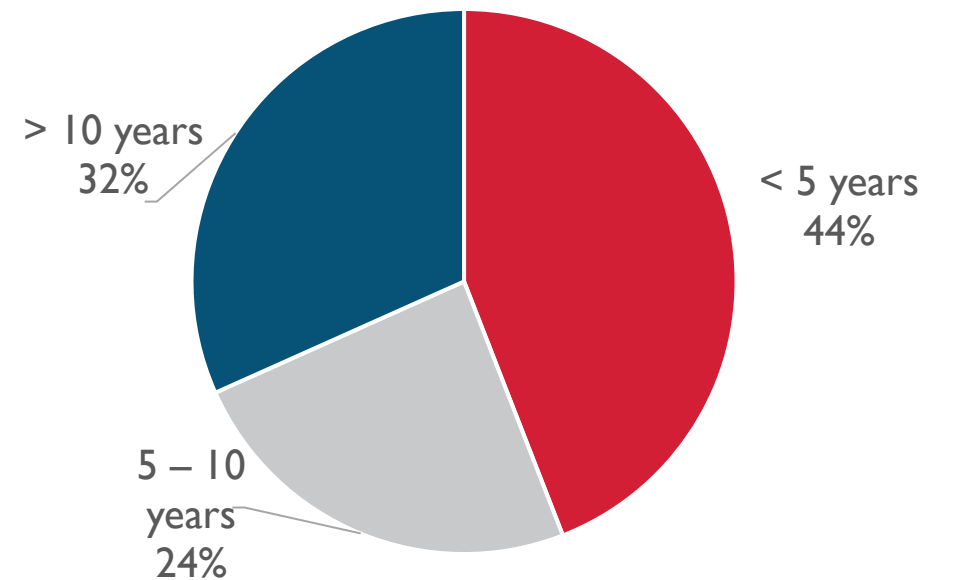
2020-Flight 1: Facilities Services, Financial Services, Public Safety, Information Technology Services  
2020-Flight 2: Administrative Services, Budget & Planning, Internal Audit

# Who We Heard From

## Supervisors & Non-supervisors



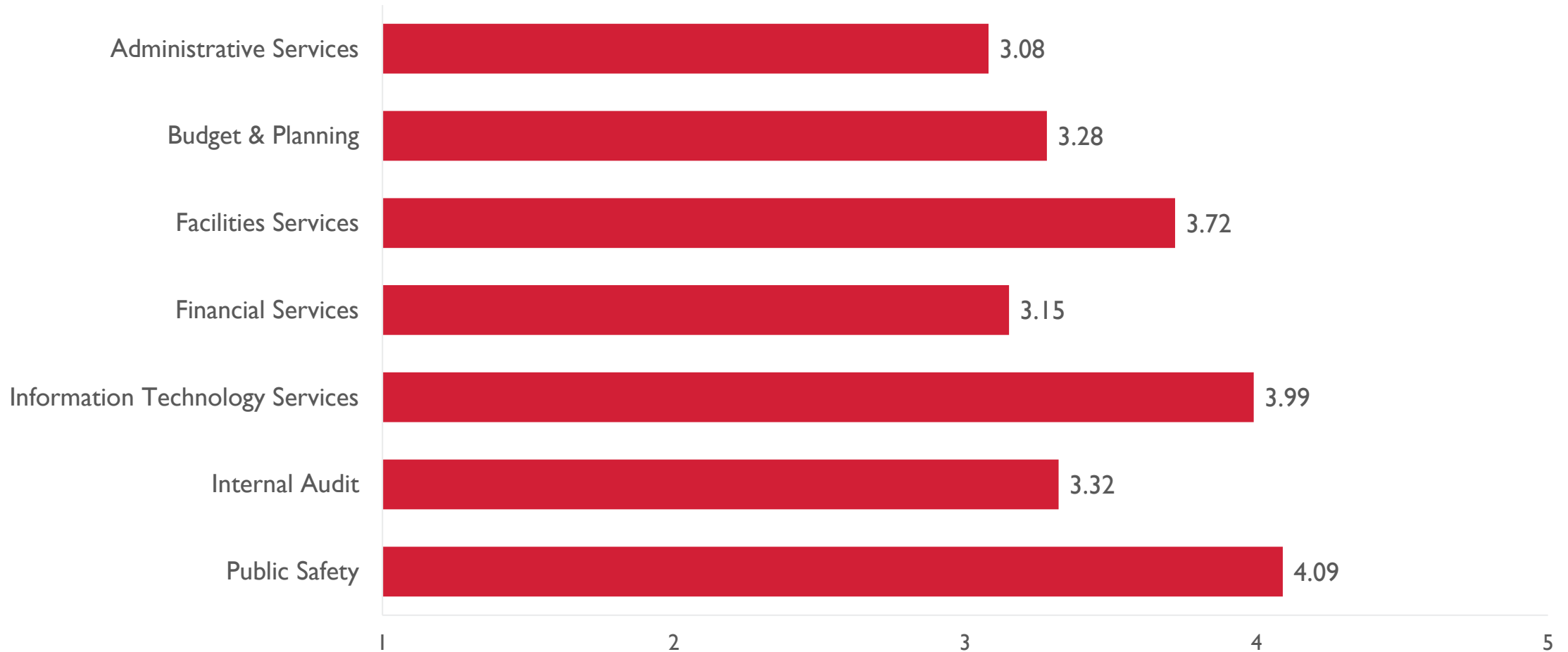
## Experience at CSUCI



# Overall Performance

Q6 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units. (5 for excellent; 1 for needs improvement)

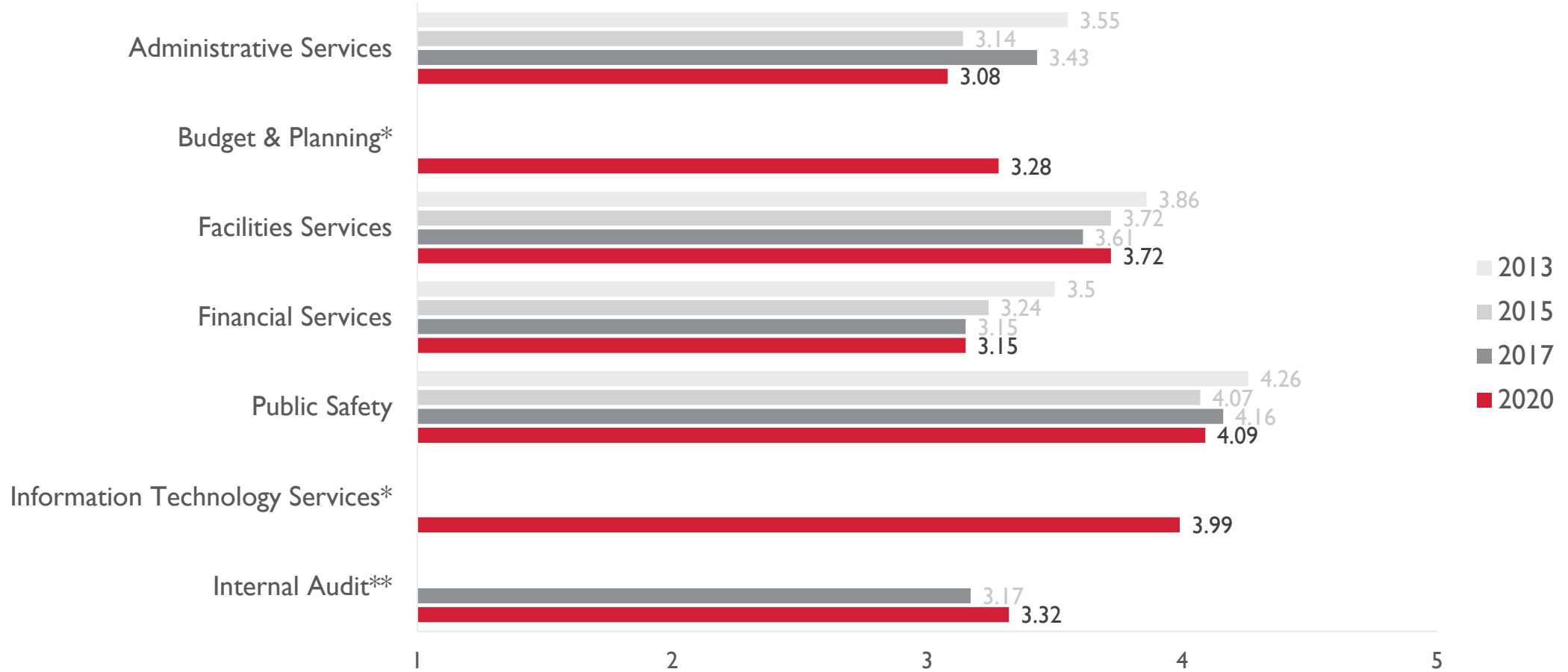
### Average Performance Rating by Unit



# Overall Performance

Q6 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units. (5 for excellent; 1 for needs improvement)

## Year-to-Year Comparison



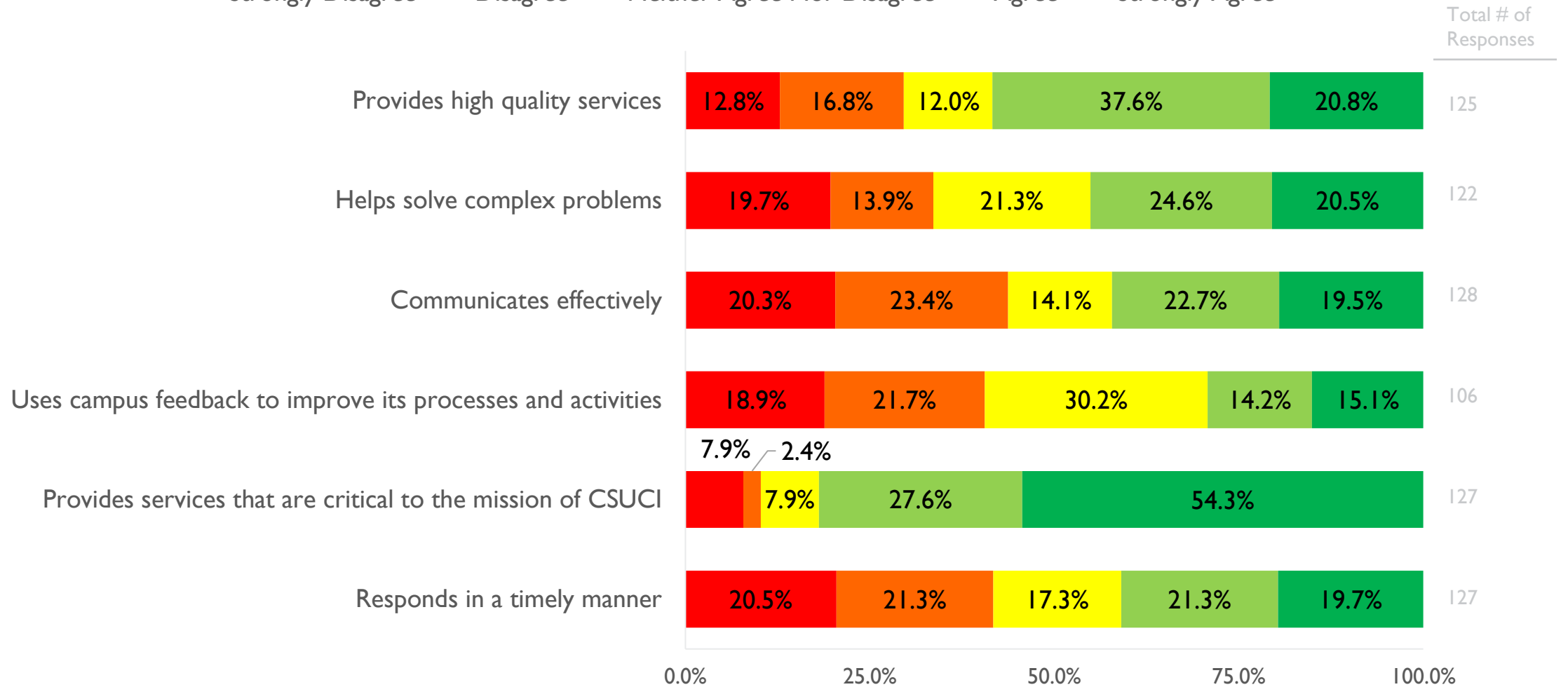
\*Unit not included in previous surveys.

\*\*Unit not included in 2015 and 2013 surveys.

# Administrative Services

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

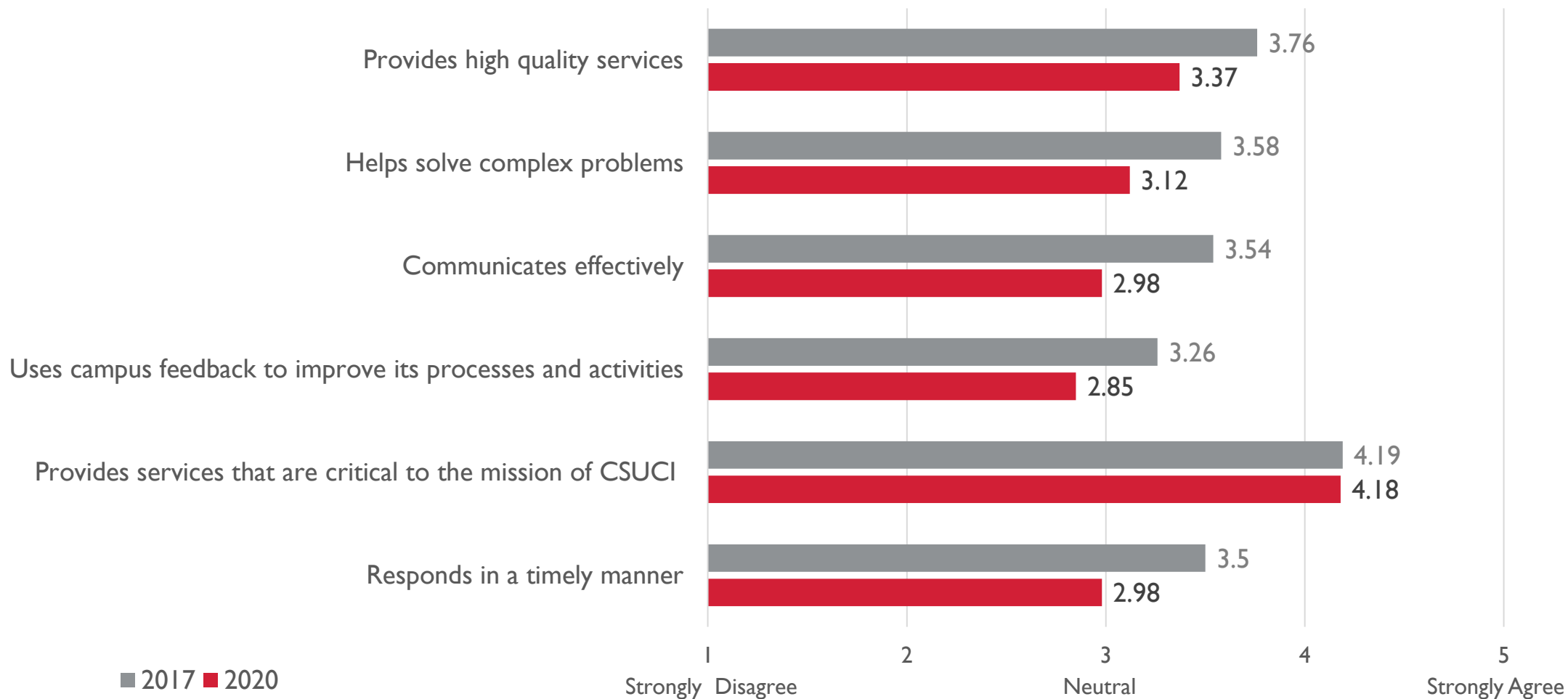
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Administrative Services

## 2017 vs 2020 Comparison

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.

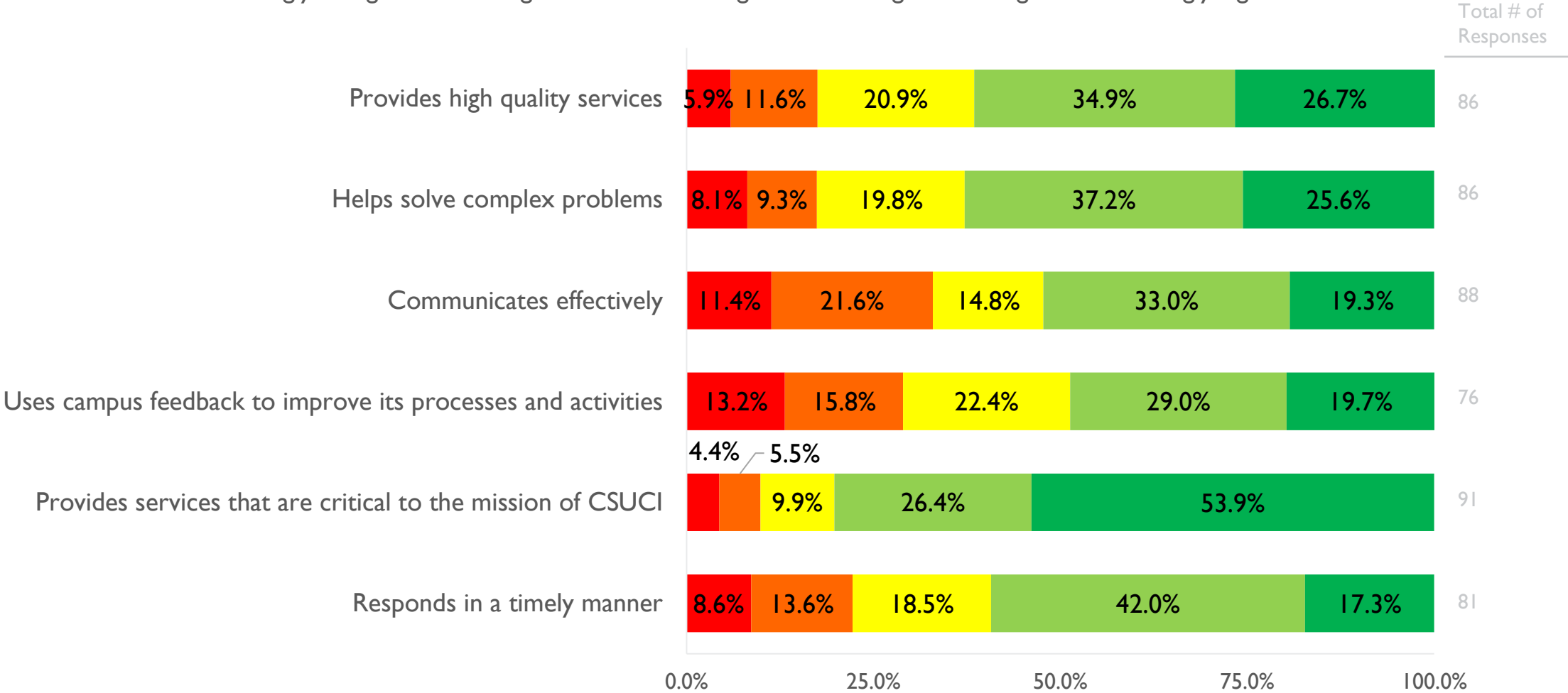
No 1:1 comparison can be made with 2013 and 2015 survey data, so it is not provided here. The data is available upon request.



# Budget & Planning

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

■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Budget & Planning

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

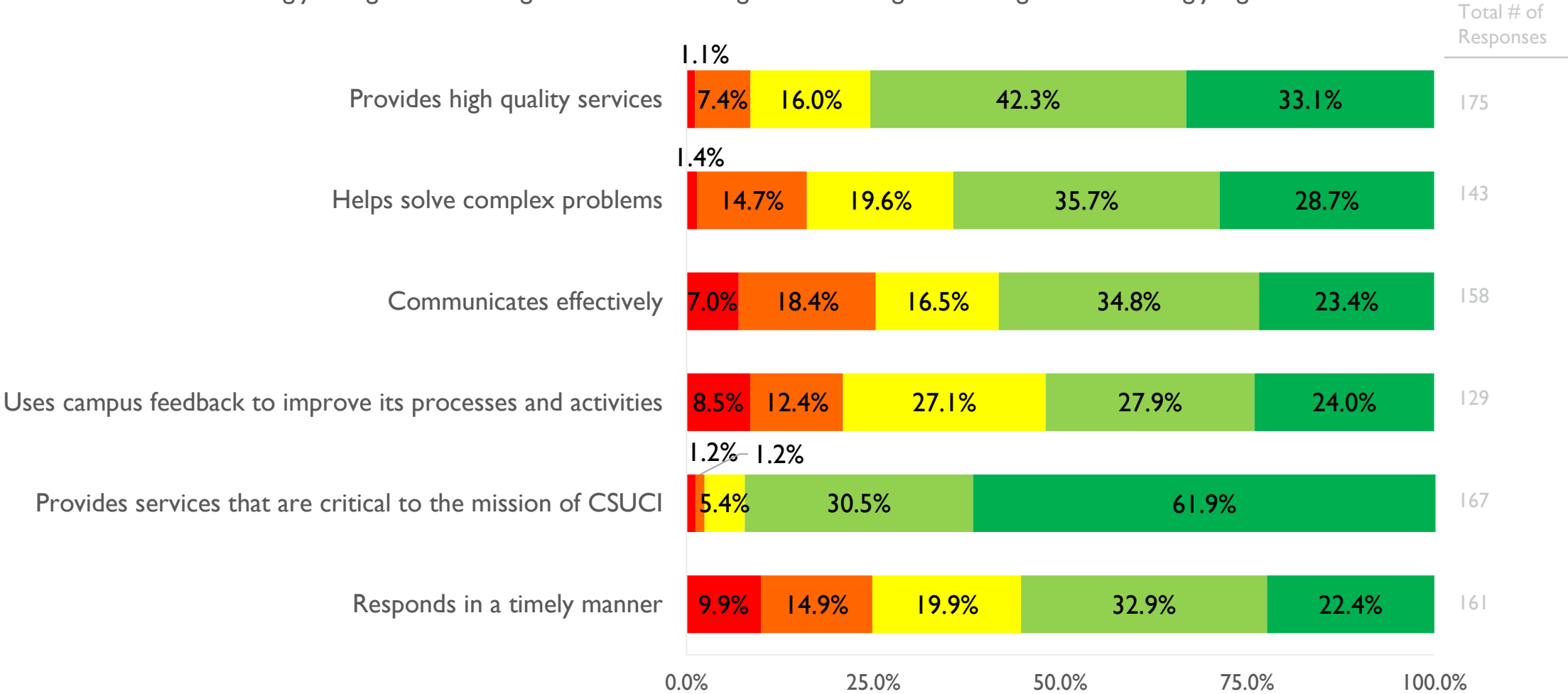


Unit not included in prior surveys so no year-to-year comparison can be provided.

# Facilities Services

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

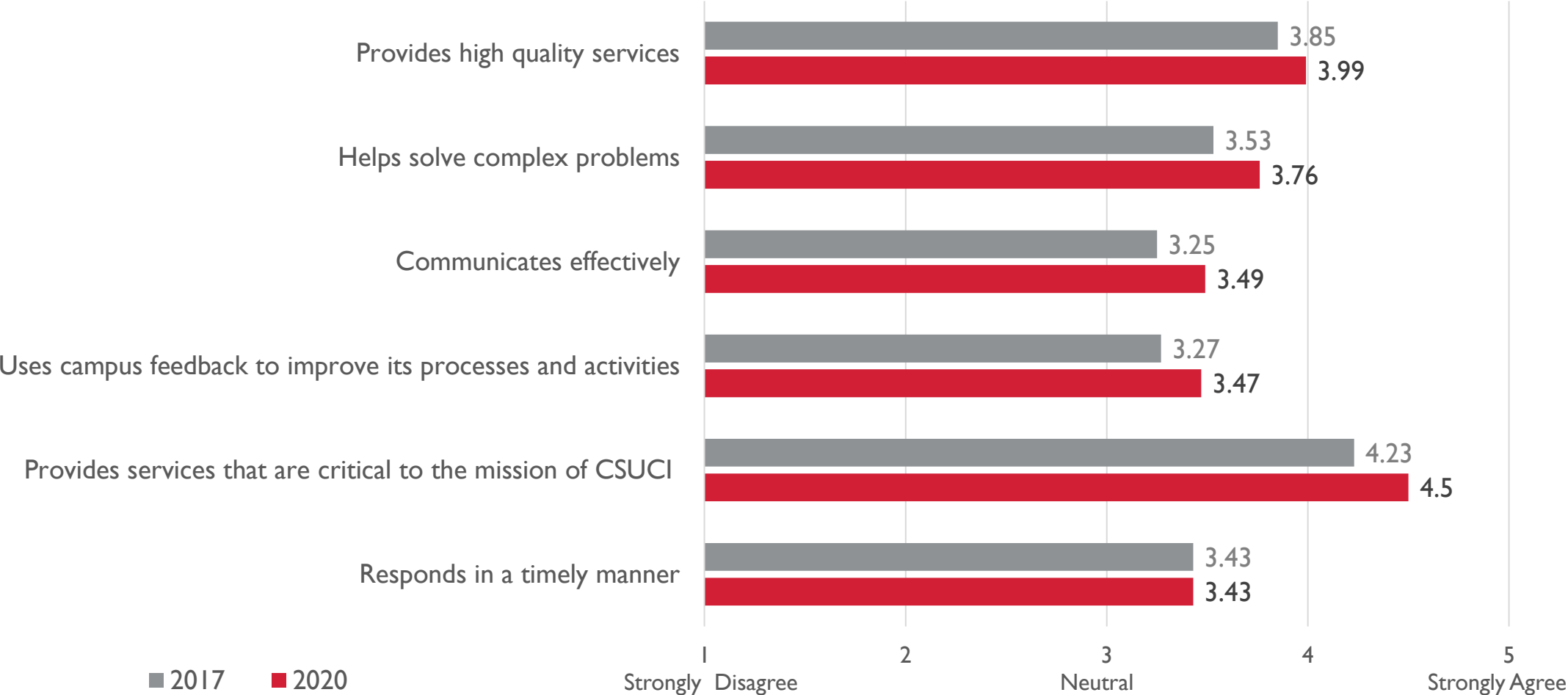
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Facilities Services

Q29 - Please indicate your level of agreement with these statements describing Facilities Services. (5 for strongly agree; 1 for strongly disagree)

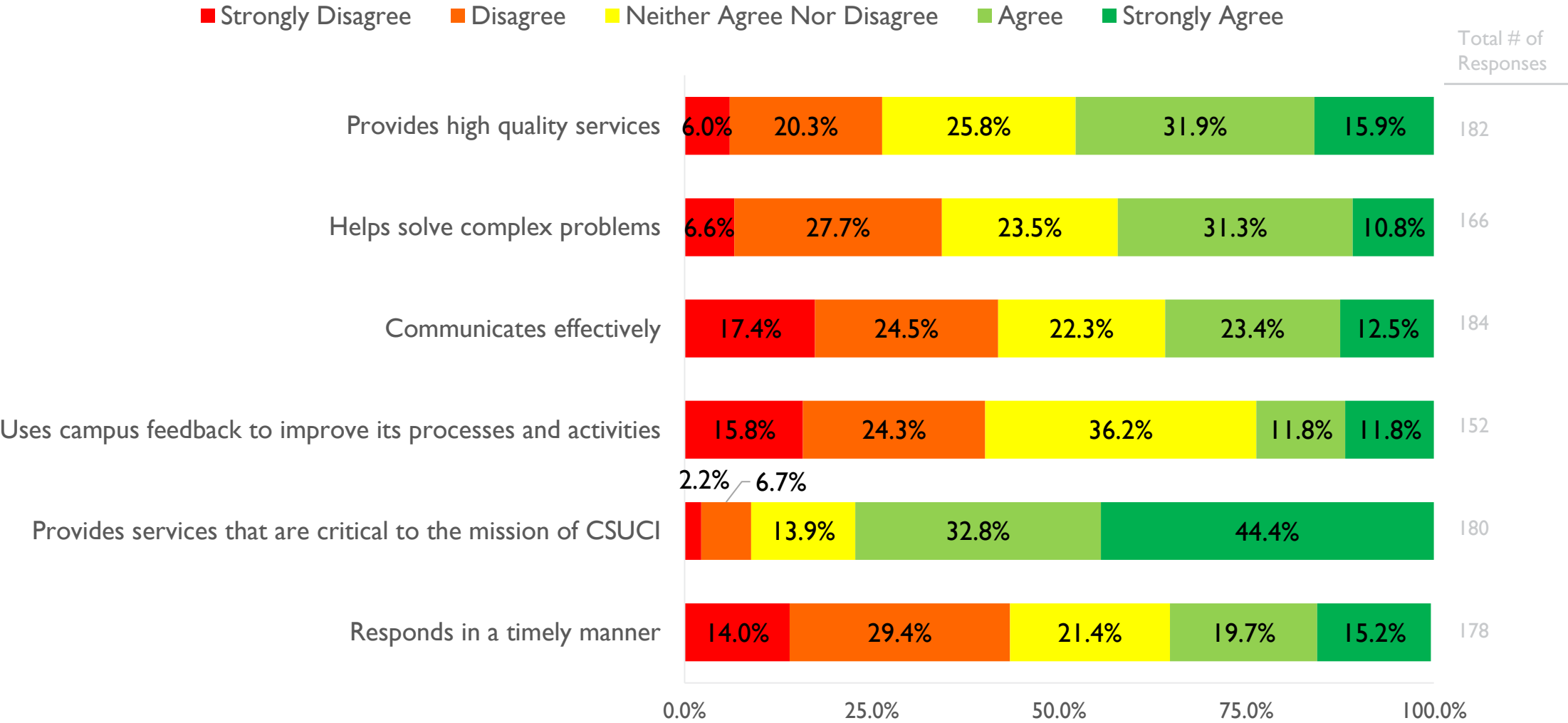
## 2017 vs 2020 Comparison



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

# Financial Services

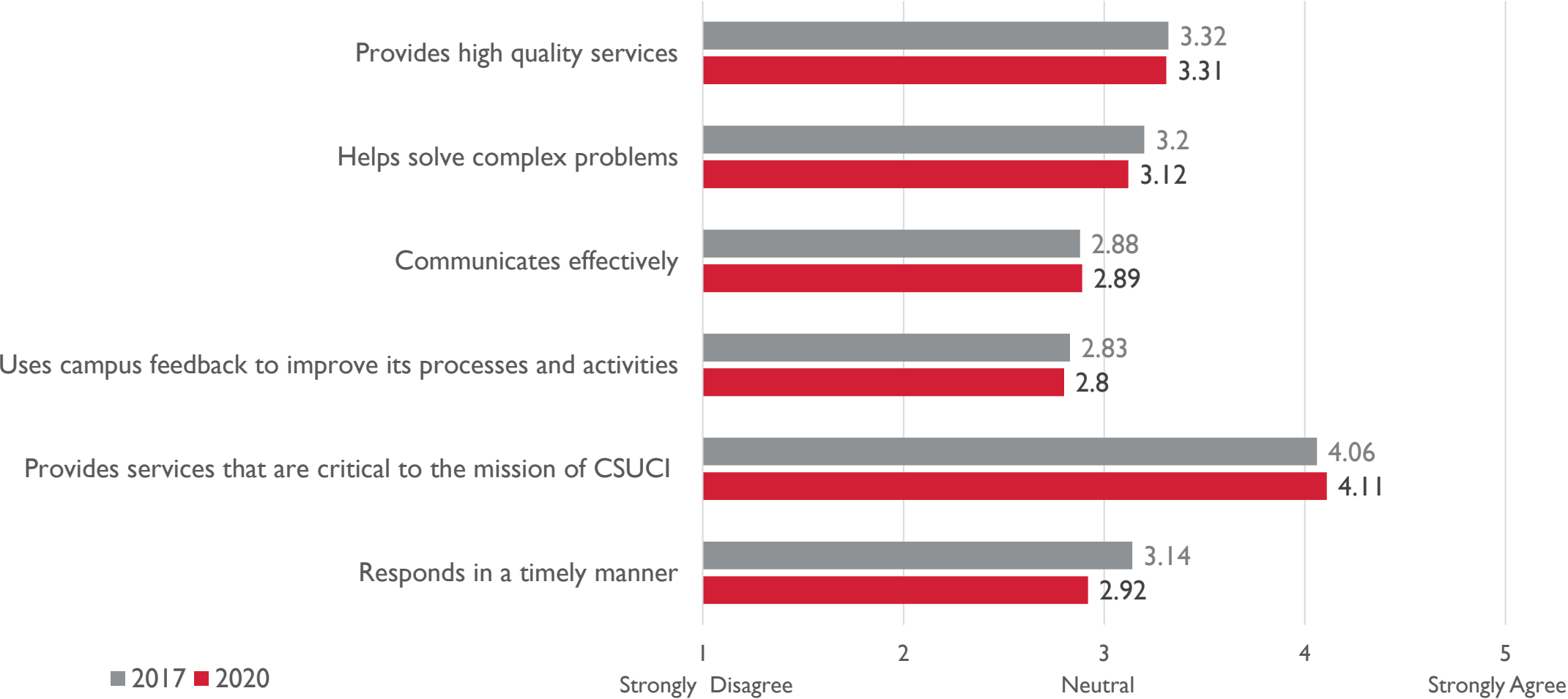
Q8 - Please indicate your level of agreement with these statements describing Financial Services.



# Financial Services

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

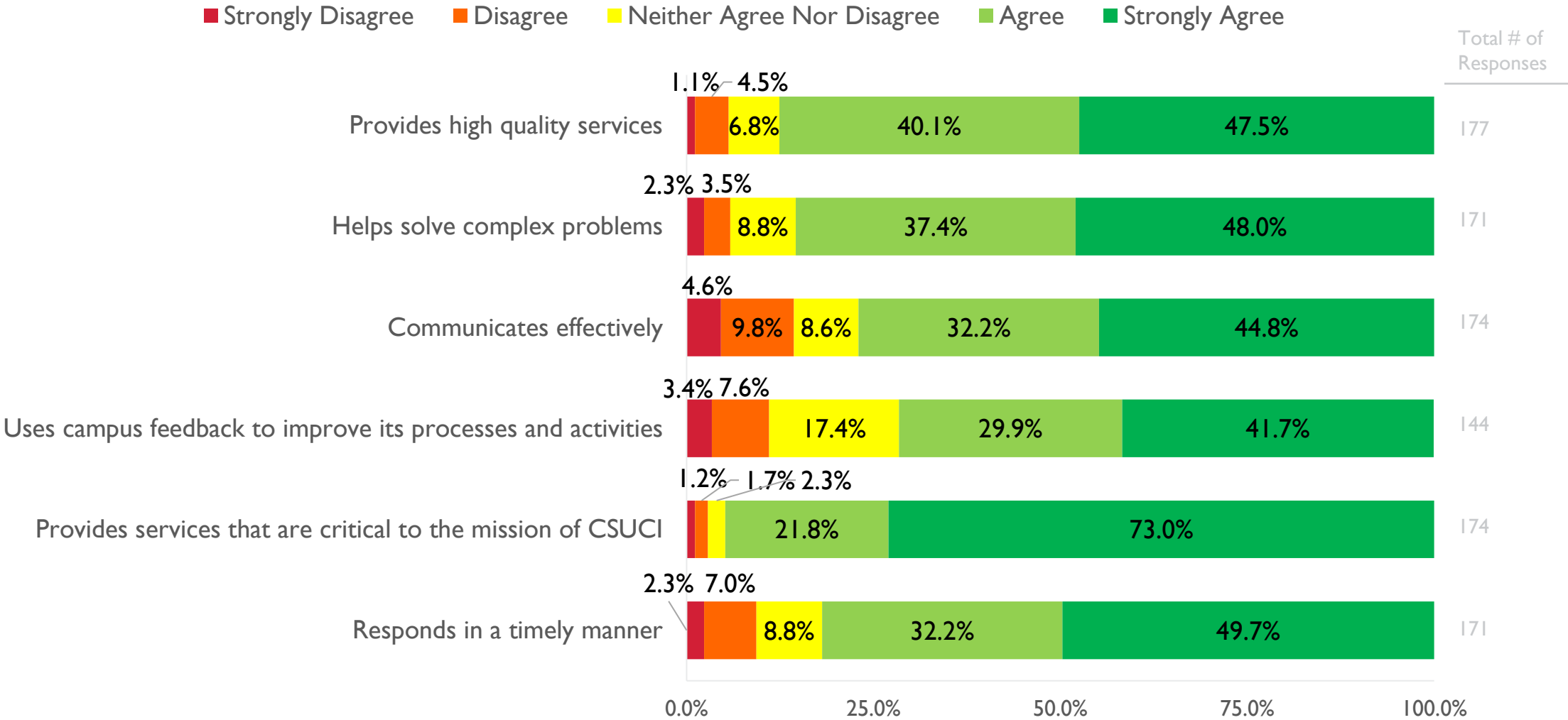
## 2017 vs 2020 Comparison



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

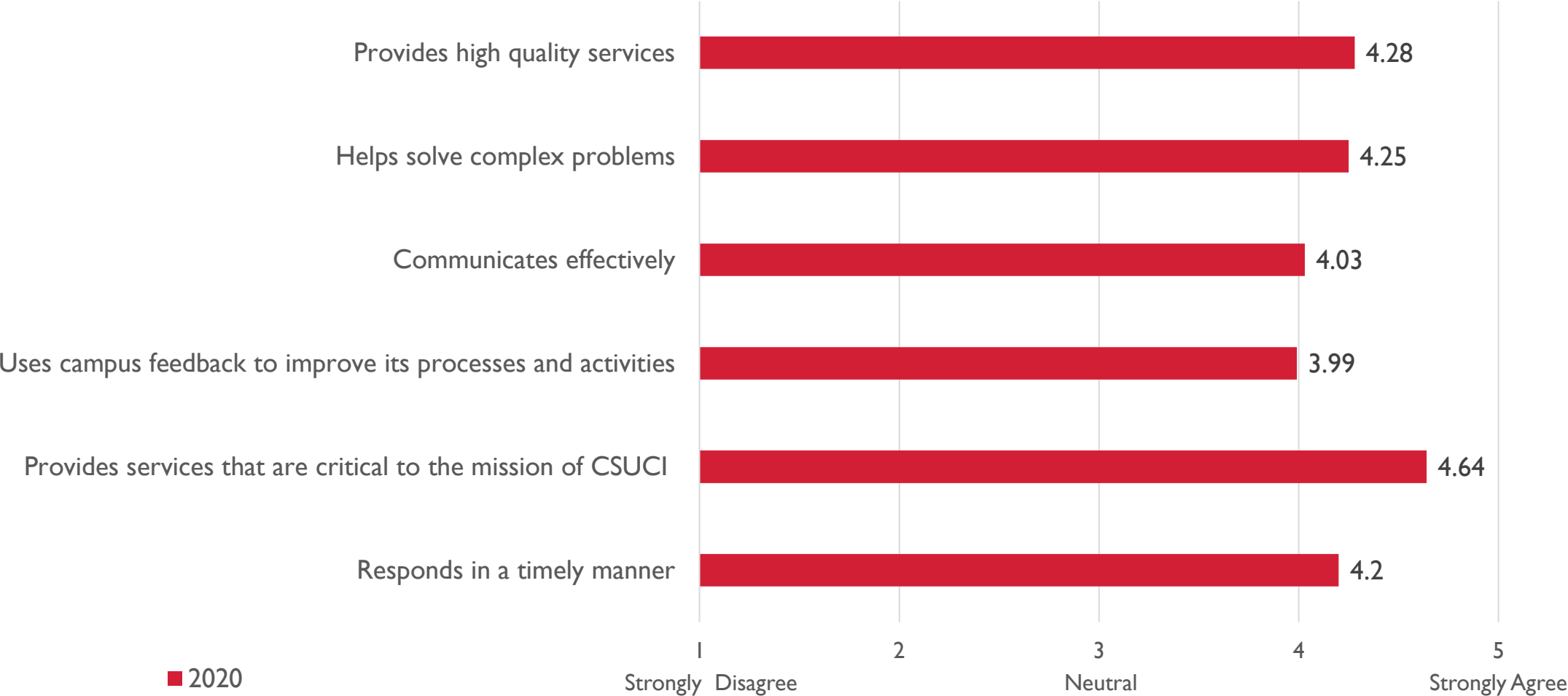
# Information Technology Services

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



# Information Technology Services

Q38 - Please indicate your level of agreement with these statements describing Information Technology Services.  
(5 for strongly agree; 1 for strongly disagree)



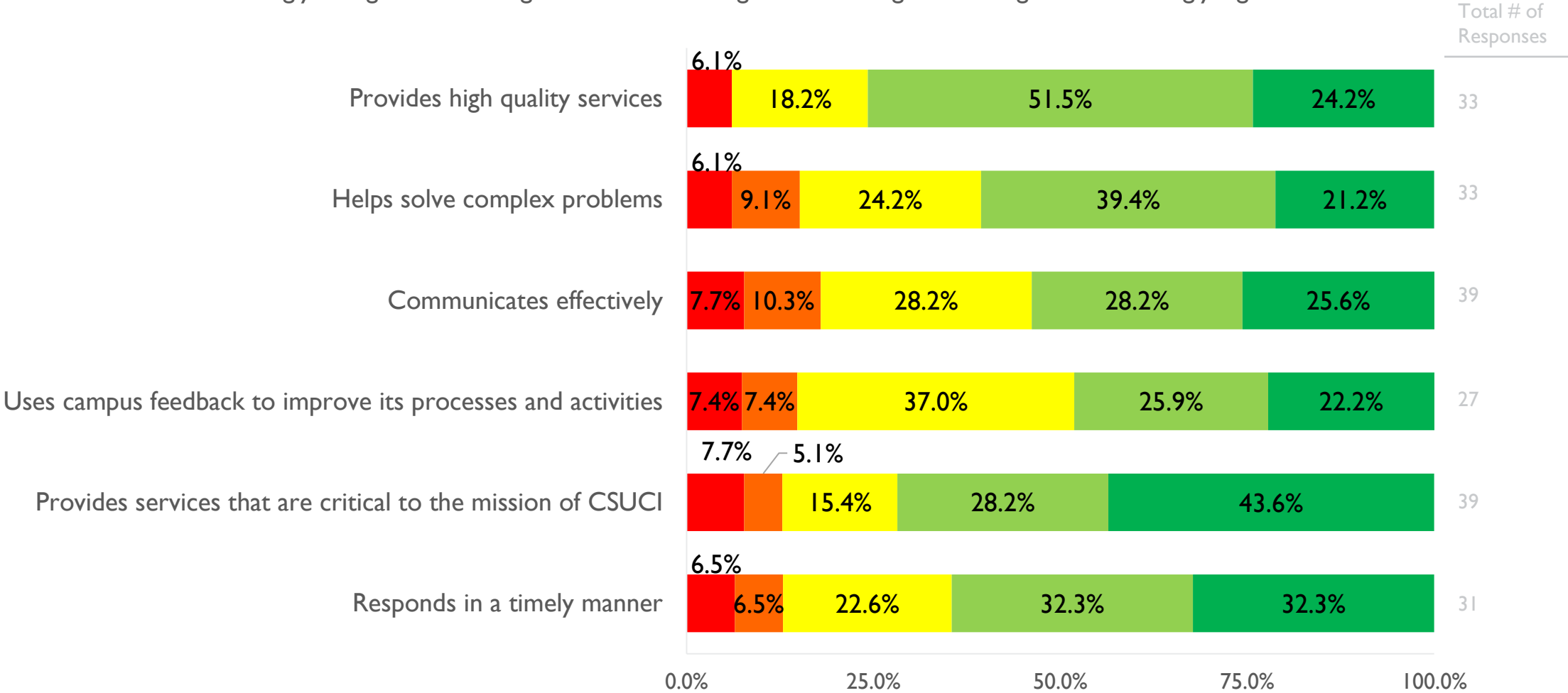
- Unit not included in 2017 survey.  
- Numeric values assigned to responses for purposes of year-to-year comparison.



# Internal Audit

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

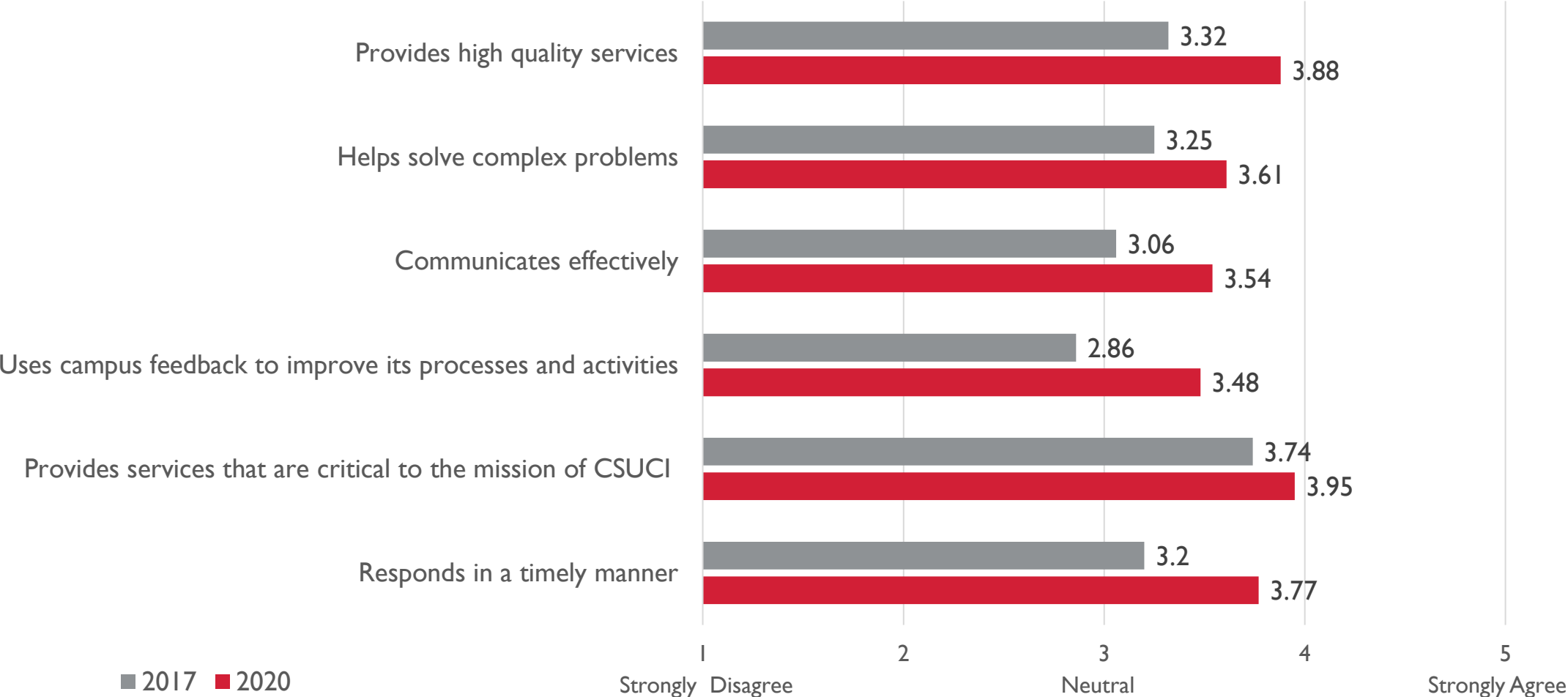
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Internal Audit

## 2017 vs 2020 Comparison

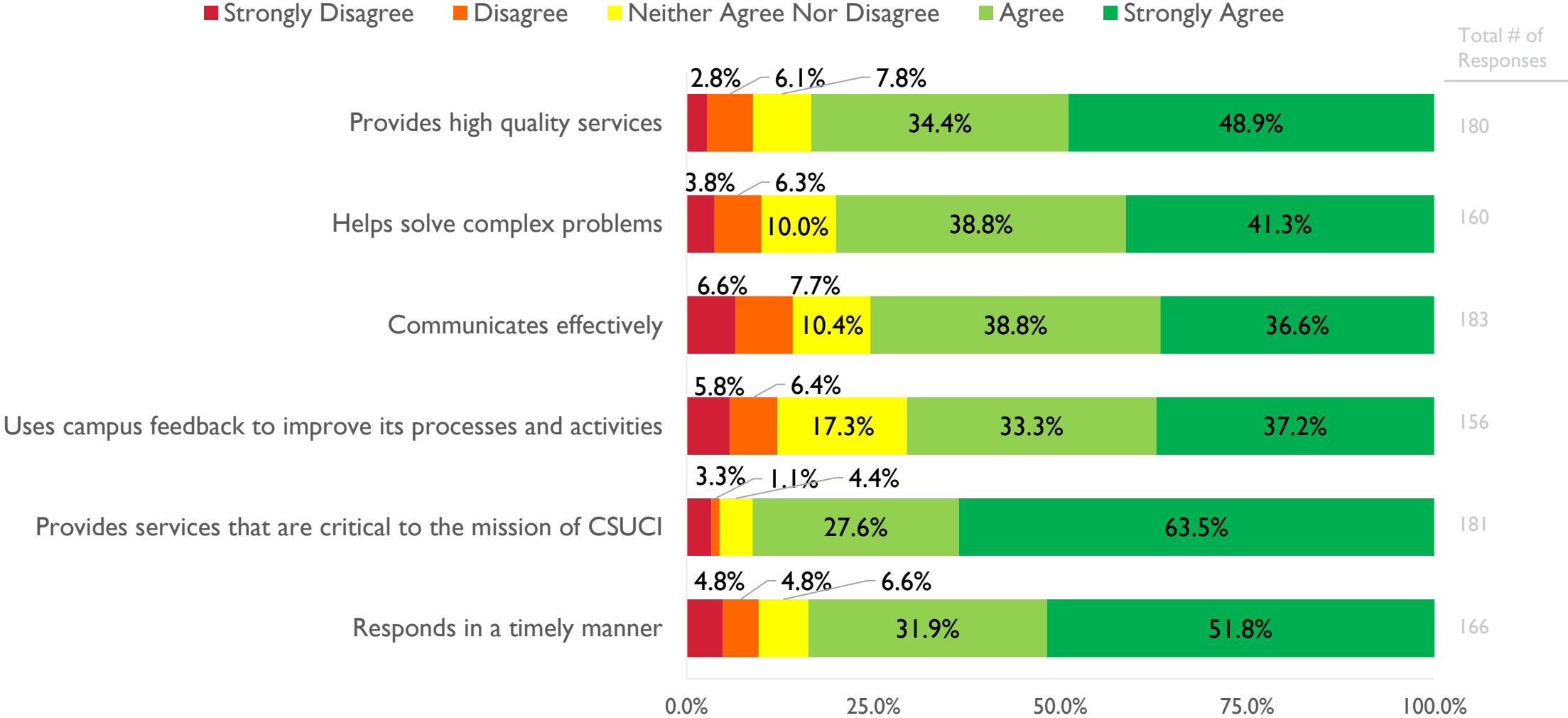
Q32 - Please indicate your level of agreement with these statements describing Internal Audit:



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

# Public Safety

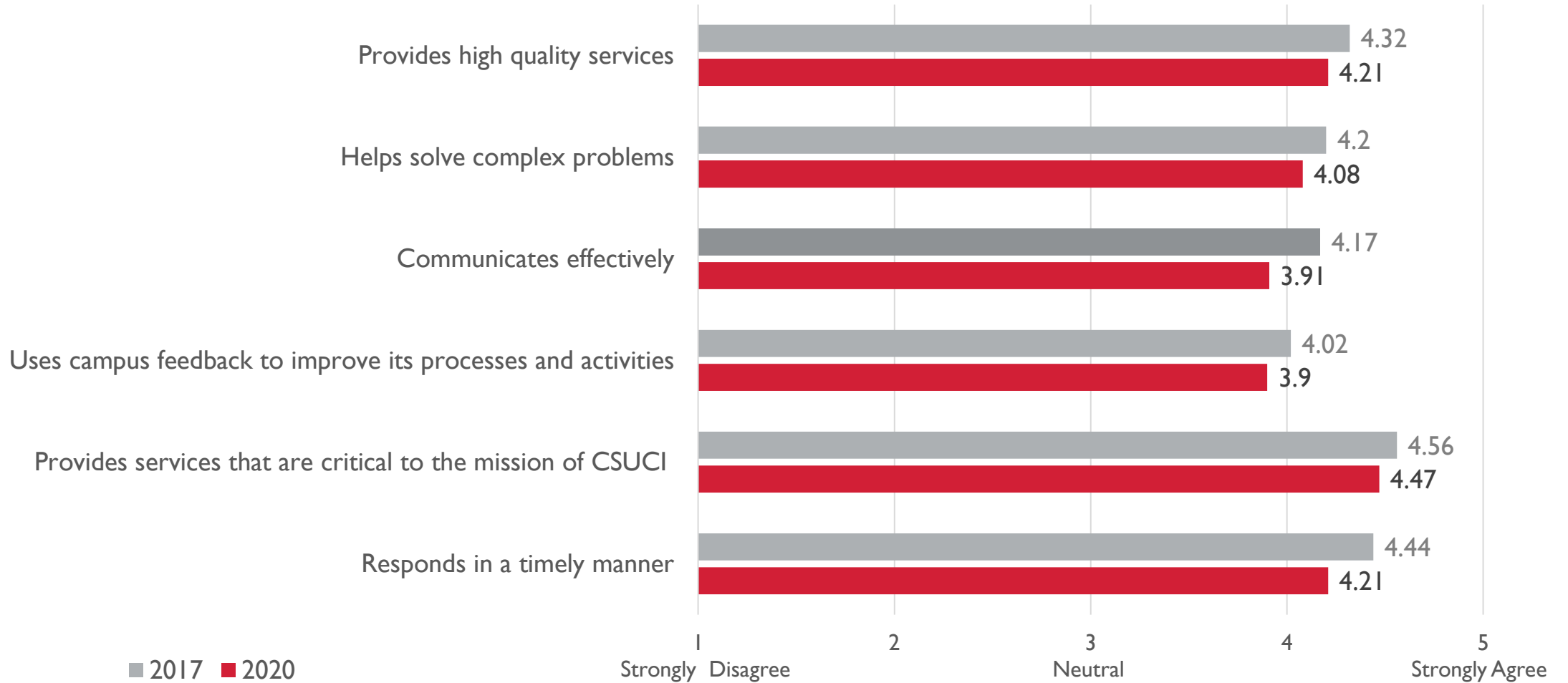
Q21 - Please indicate your level of agreement with these statements describing Public Safety.



# Public Safety

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

## 2017 vs 2020 Comparison



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