Fall 2015 Customer Satisfaction Survey Results

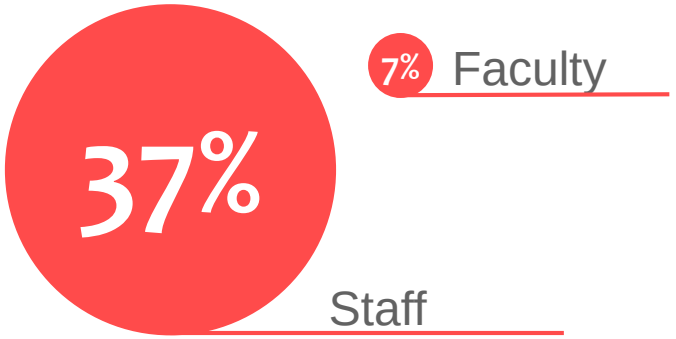
Division of Business and
Financial Affairs

Channel Islands
CALIFORNIA STATE UNIVERSITY

Who We Heard From

Number of Responses

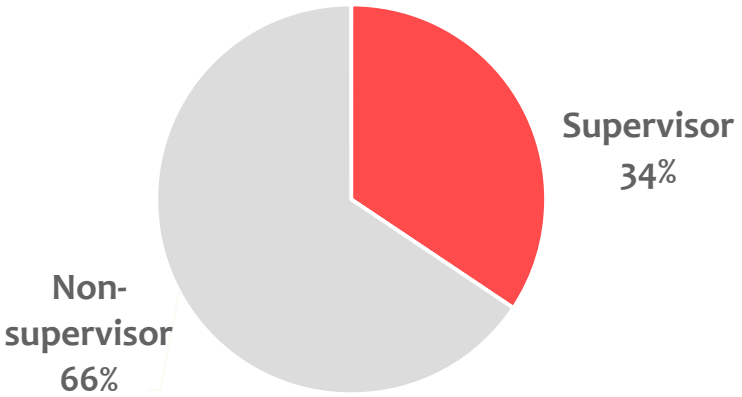
Percentages of Faculty & Staff Who Responded



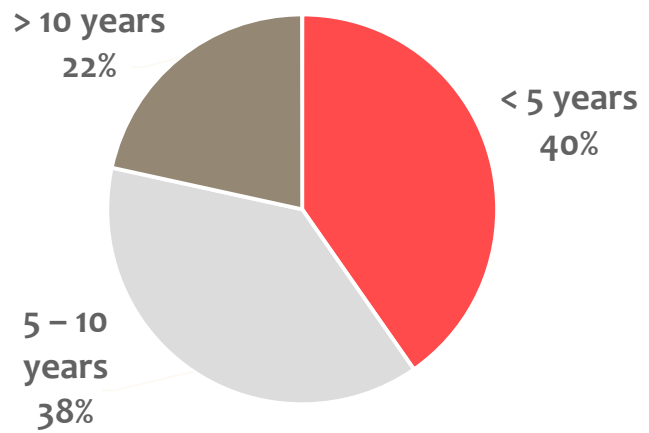
Channel Islands
CALIFORNIA STATE UNIVERSITY

Who We Heard From

Supervisors & Non-supervisors



Experience at CI



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Overall Performance

Q5 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units (5 for excellent; 1 for needs improvement)

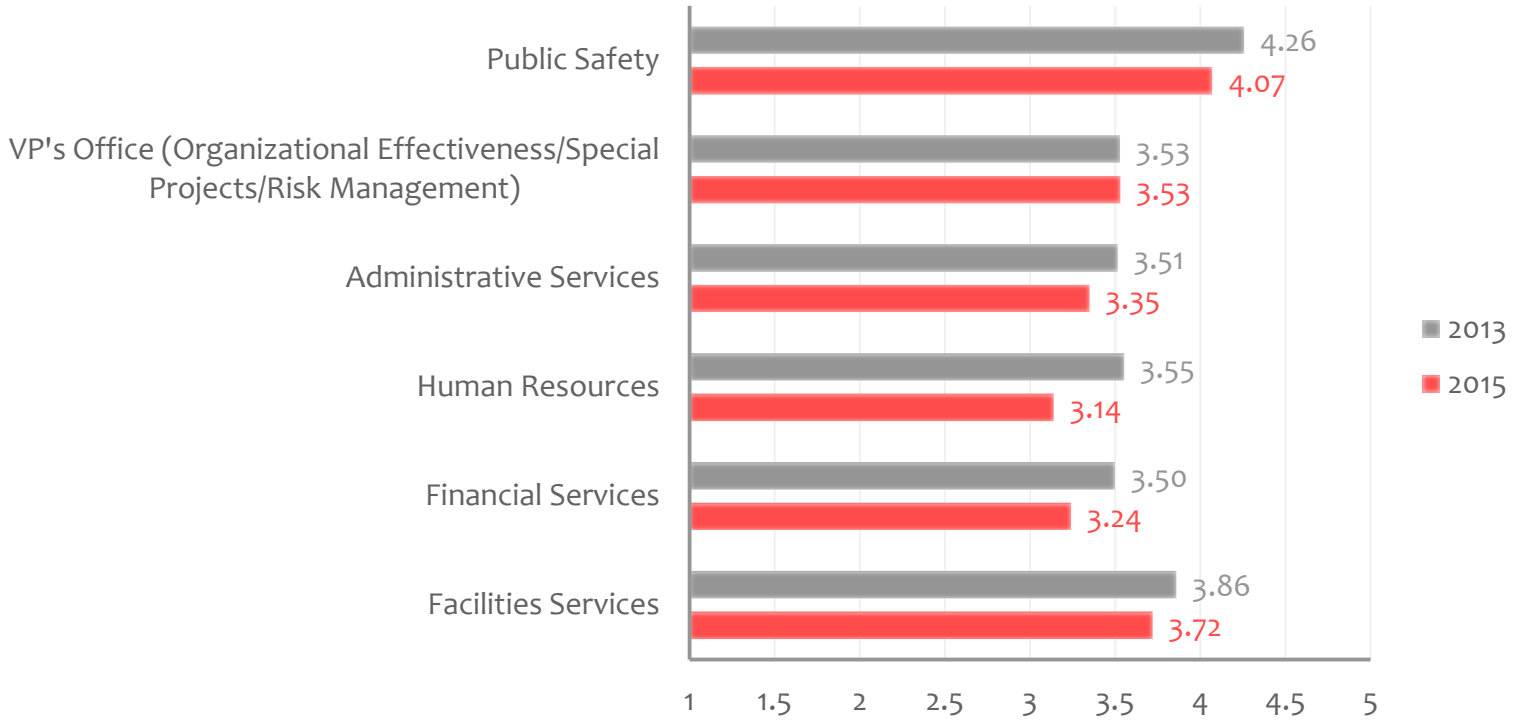
AVERAGE PERFORMANCE RATING BY UNIT

Channel Islands
CALIFORNIA STATE UNIVERSITY

Overall Performance

Q5 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units (5 for excellent; 1 for needs improvement)

2013 VS 2015 COMPARISON



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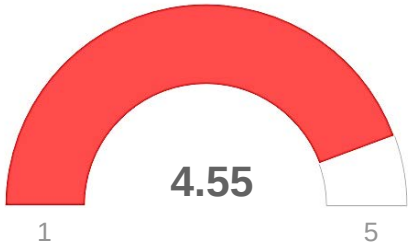
Public Safety

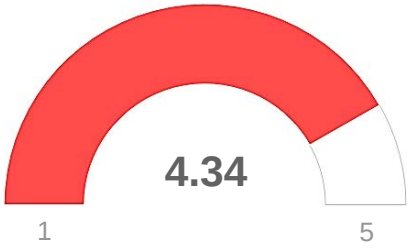
Q10-12: Using the scales provided, please rate the Public Safety work groups in terms of the following services (5 for Excellent; 1 for Needs Improvement):

Police Services

Service call response time

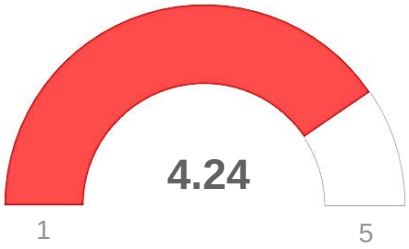


Problem solving ability

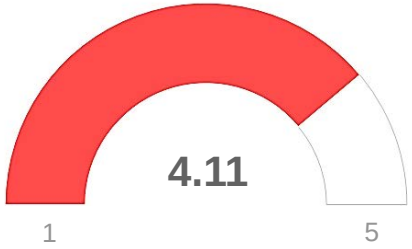


Transportation & Parking

Courtesy & professionalism of staff

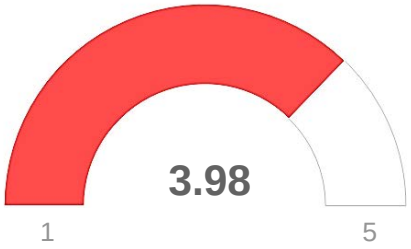


Walk-up services at the department

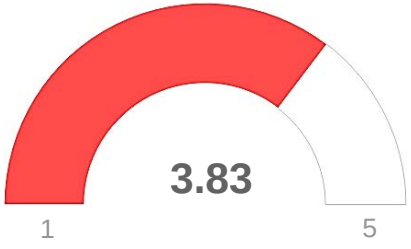


Environmental Health & Safety

University provides a safe and healthful workplace



Provides useful information



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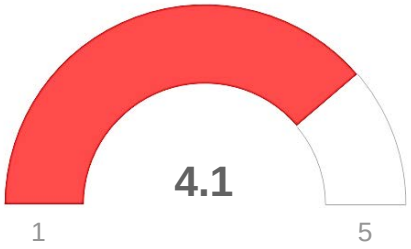
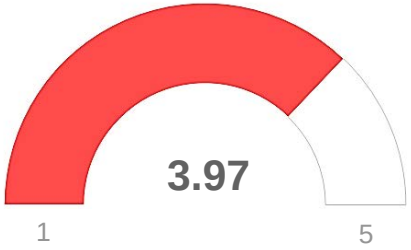
Facilities Services

Q17 - Please indicate your level of agreement with these statements describing Facilities Services (5 for Excellent; 1 for Needs Improvement):

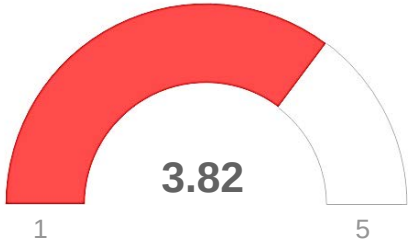
Provides high quality services



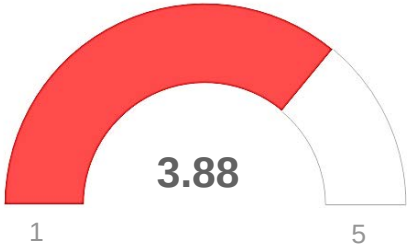
Helps solve complex facilities problems



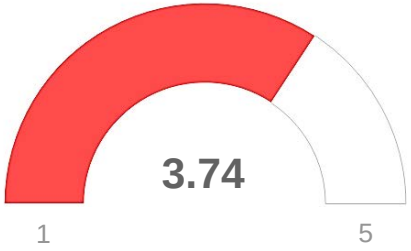
Provides services that exceed my expectations



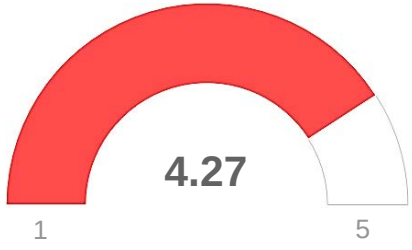
Provides useful information



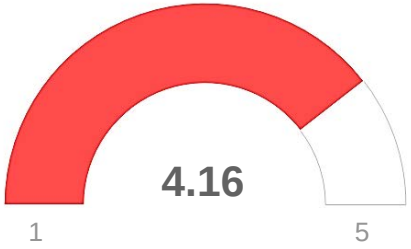
Uses campus feedback to improve its processes and activities



Provides services that are critical to the mission of CI



Improves the sustainability performance in CI's built habitat



Channel Islands
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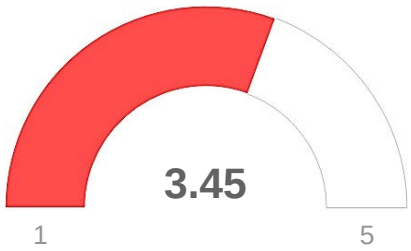
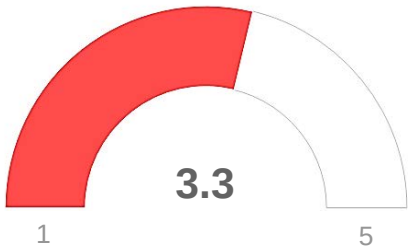
Financial Services

Q28 - In general, Financial Services (5 for Excellent; 1 for Needs Improvement):

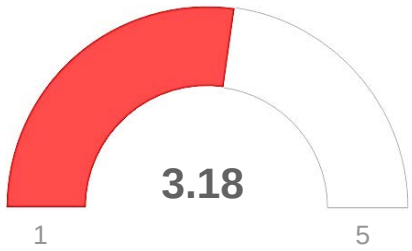
Provides high quality services



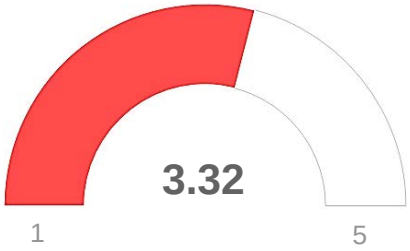
Helps solve complex financial problems



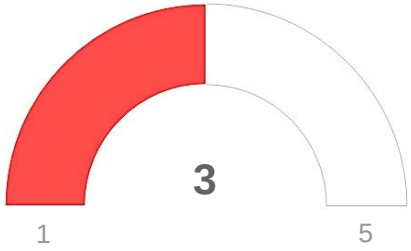
Provides services that exceed my expectations



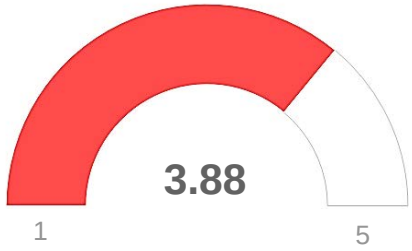
Provides useful information



Uses campus feedback to improve its processes and activities



Provides services that are critical to the mission of CI

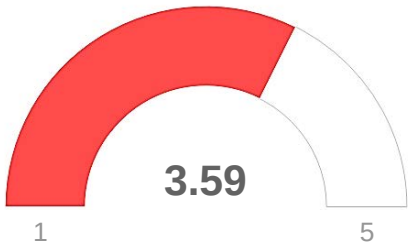


Channel Islands
CALIFORNIA STATE UNIVERSITY

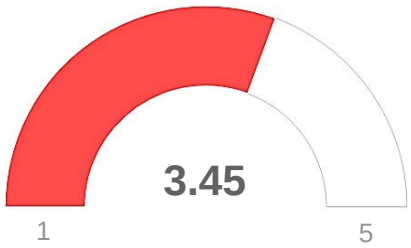
Human Resources

Q42 - In general, Human Resources (5 for Excellent; 1 for Needs Improvement):

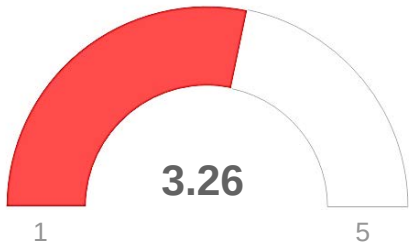
Provides high quality services



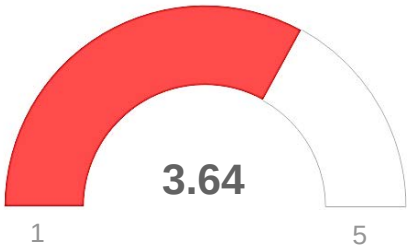
Helps solve complex problems



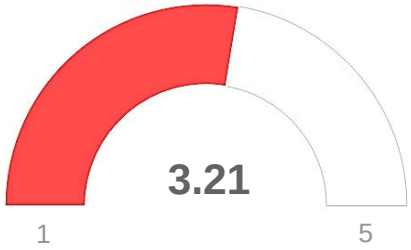
Provides services that exceed my expectations



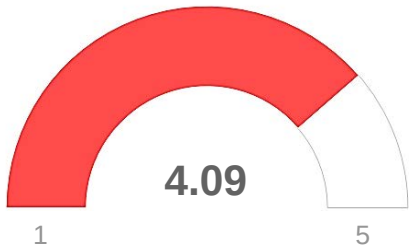
Provides useful information



Uses campus feedback to improve its processes and activities



Provides services that are critical to the mission of CI



Channel Islands
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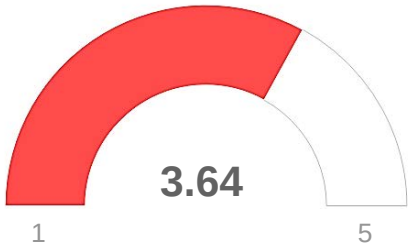
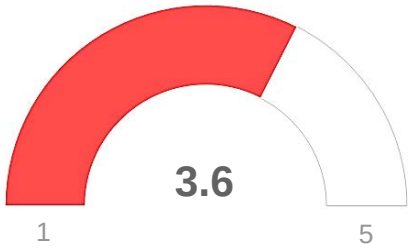
Administrative Services

Q55 - In general, Administrative Services (5 for Excellent; 1 for Needs Improvement):

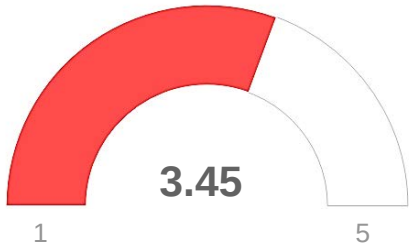
Provides high quality services



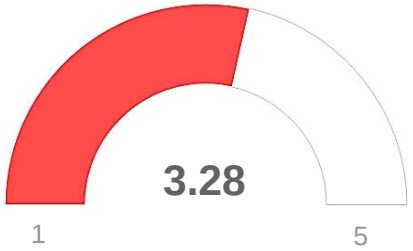
Responds in a timely manner



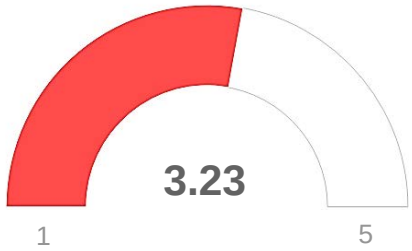
Communicates clearly



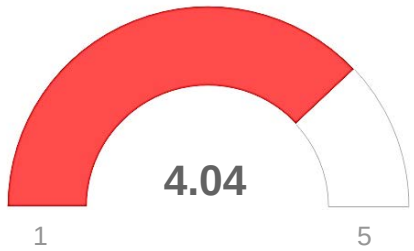
Provides services that exceed my expectations



Uses campus feedback to improve its processes and activities



Provides services that are critical to the mission of CI



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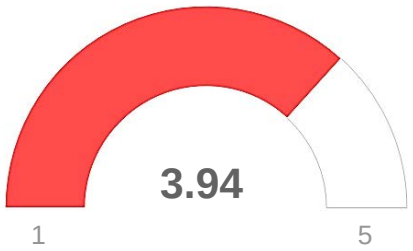
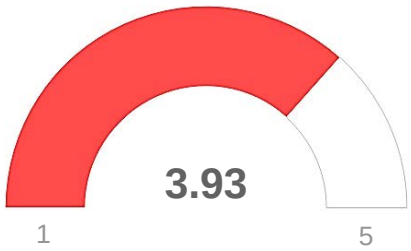
Special Projects

Q67 - In general, the Special Projects area (5 for Excellent; 1 for Needs Improvement):

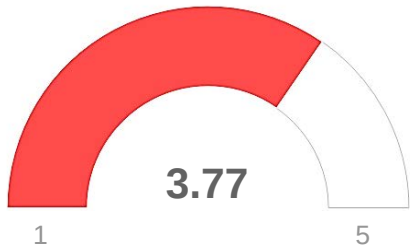
Provides high quality services



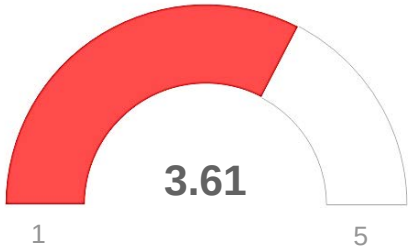
Responds in a timely manner



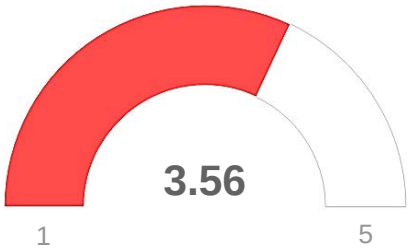
Communicates clearly



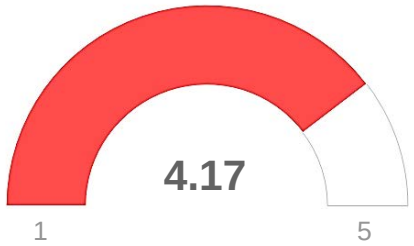
Provides services that exceed my expectations



Uses campus feedback to improve its processes and activities



Provides services that are critical to the mission of CI



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