



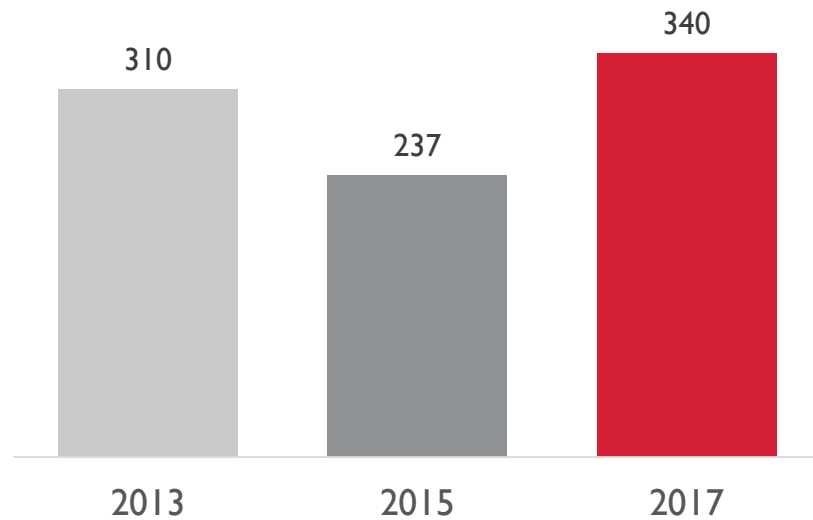
**FALL 2017 CUSTOMER SATISFACTION SURVEY RESULTS**  
EXECUTIVE SUMMARY

**DIVISION OF BUSINESS & FINANCIAL AFFAIRS**

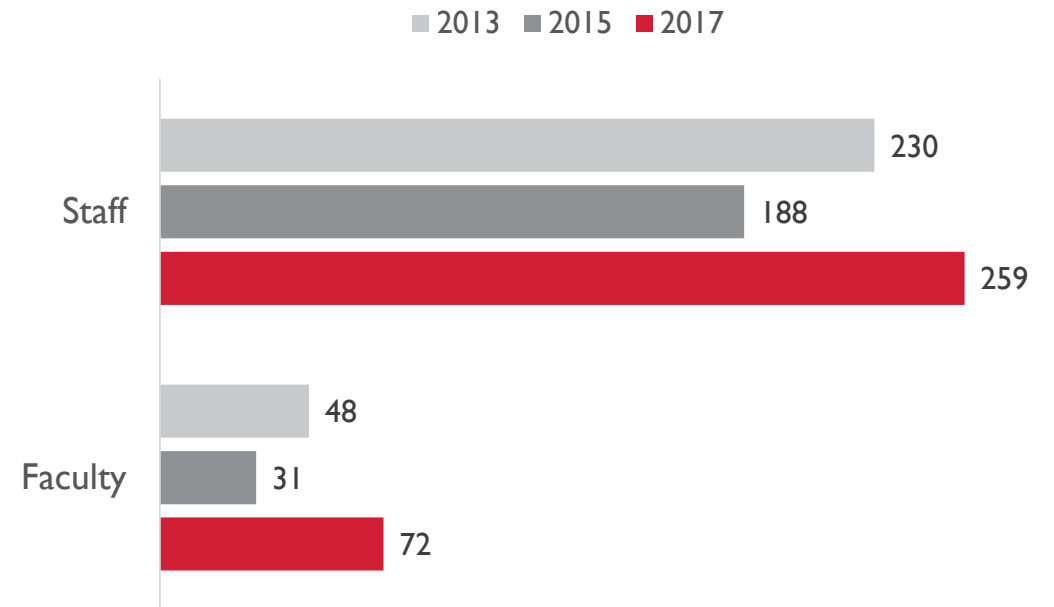
# Who We Heard From

**340** TOTAL RESPONSES

Total Responses Year to Year

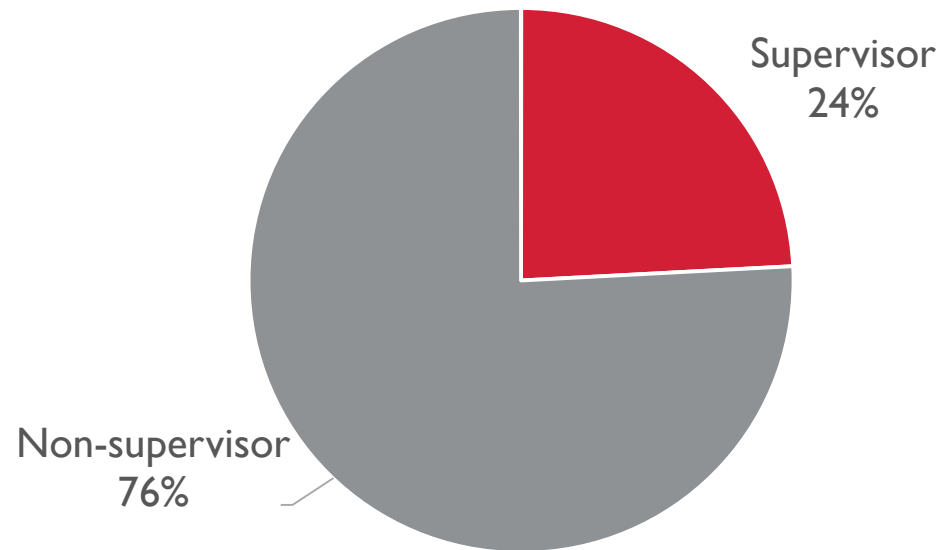


Staff/Faculty Mix

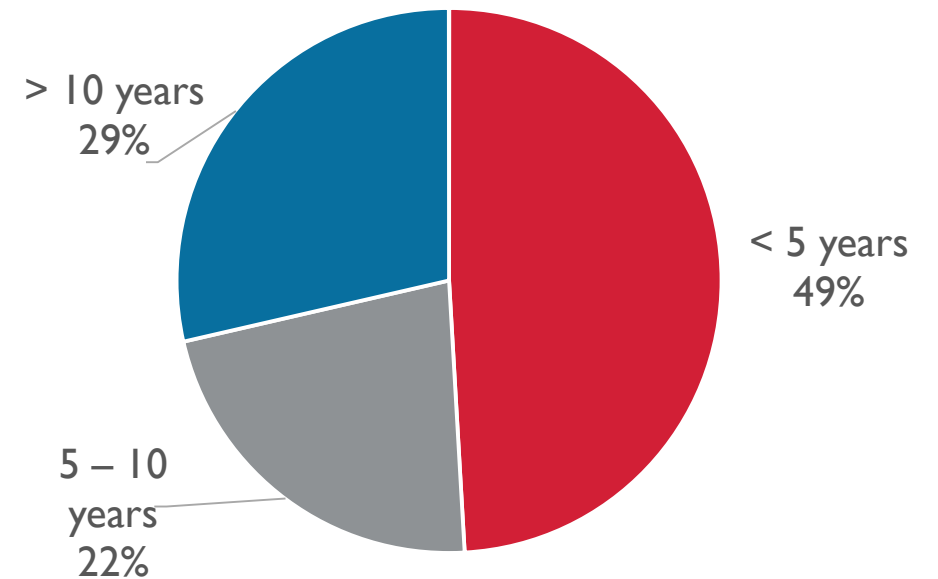


# Who We Heard From

## Supervisors & Non-supervisors



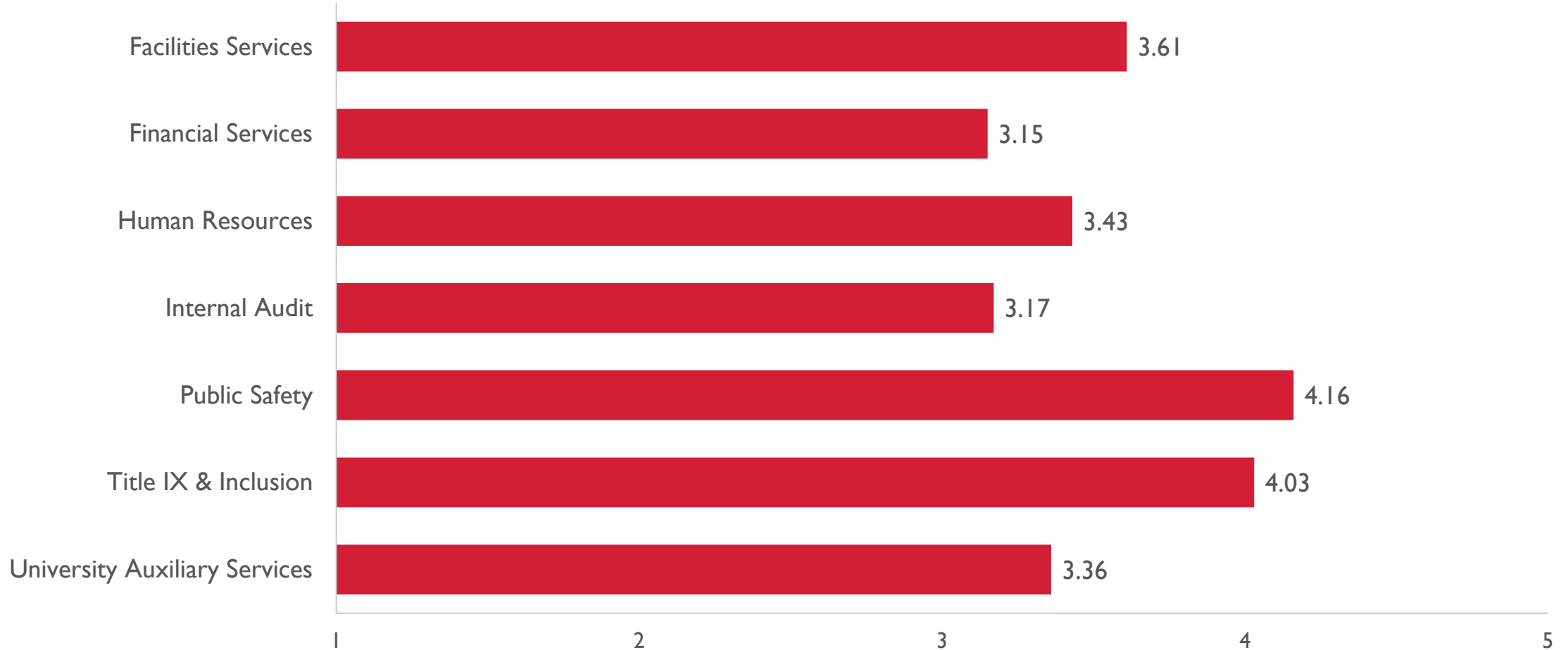
## Experience at CSUCI



# Overall Performance

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

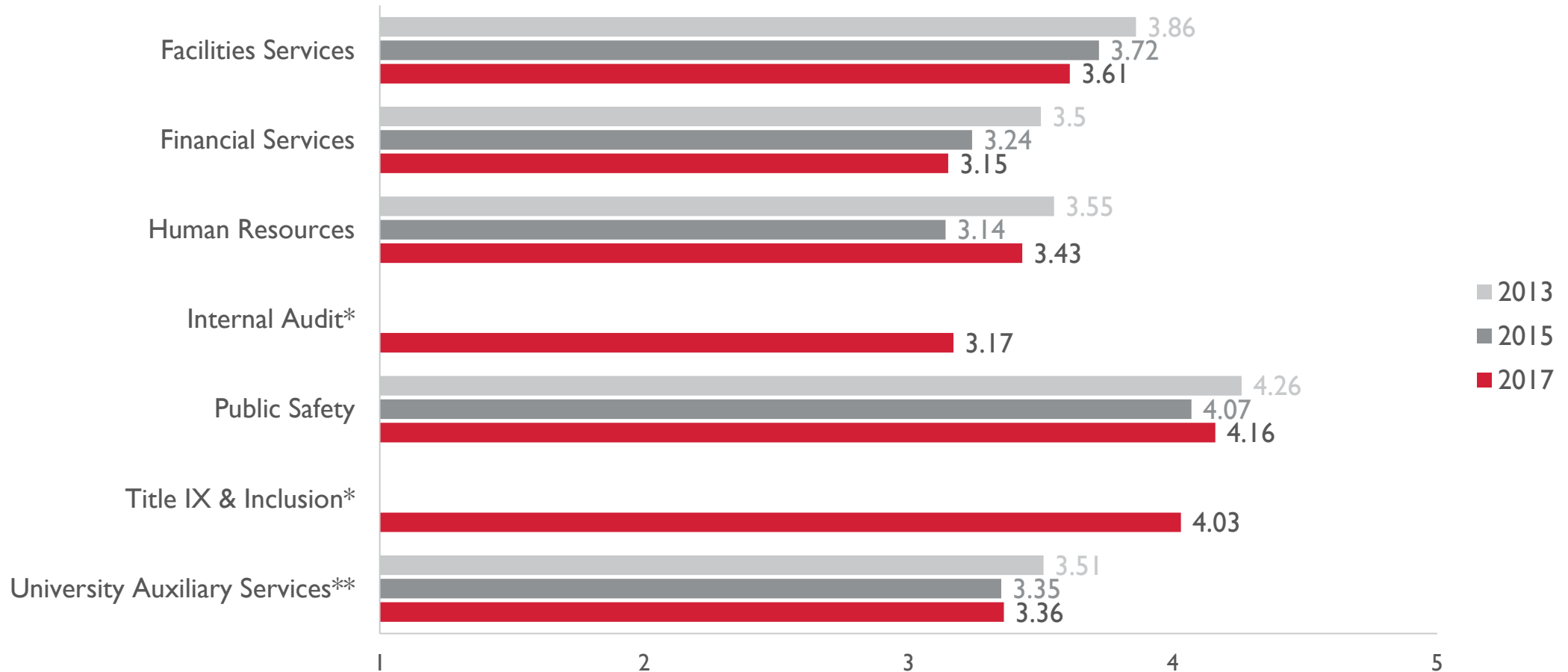
### Average Performance Rating by Unit



# 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



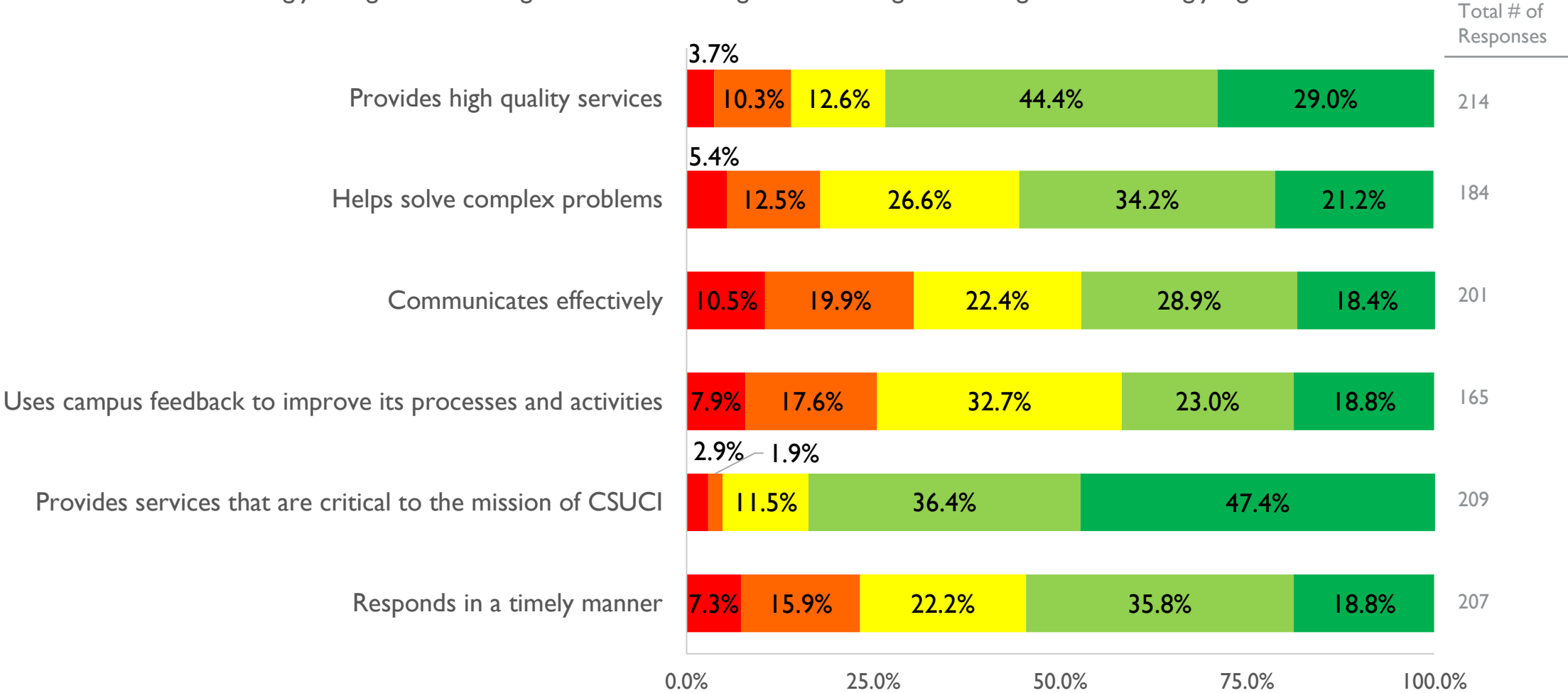
\*Unit not included in previous surveys

\*\*Administrative Services scores from 2013 and 2015 used for comparison to UAS score from 2017.

# Facilities Services

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

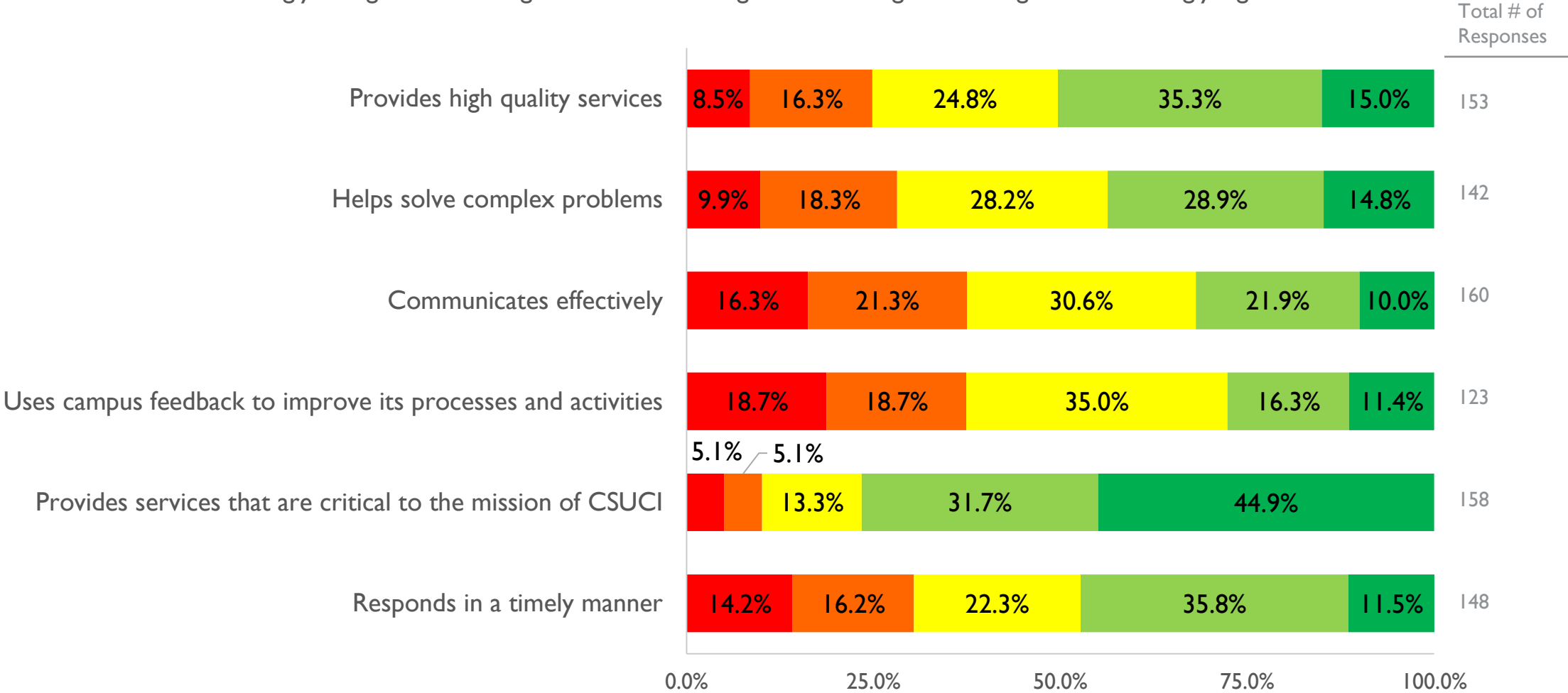
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Financial Services

Q17 - Please indicate your level of agreement with these statements describing Financial Services.

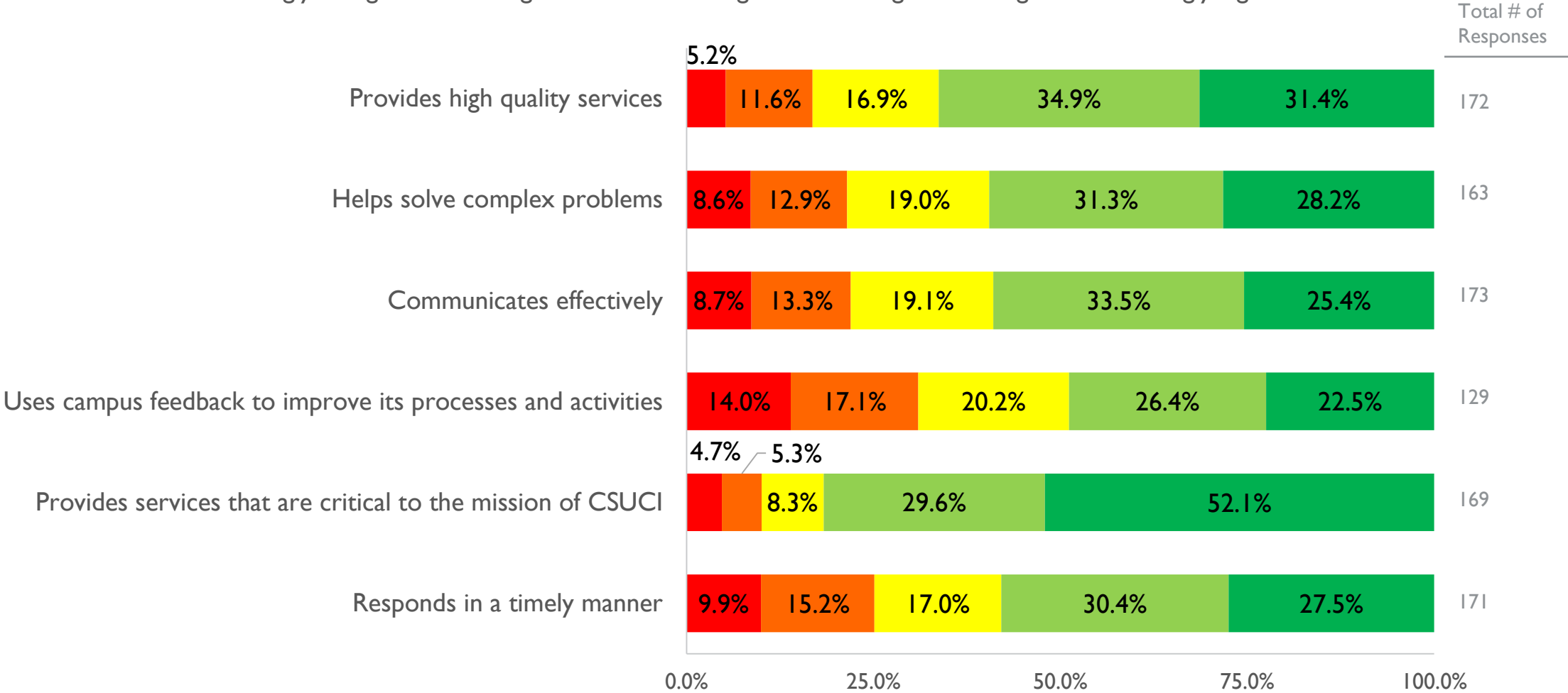
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Human Resources

Q30 - Please indicate your level of agreement with these statements describing Human Resources.

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

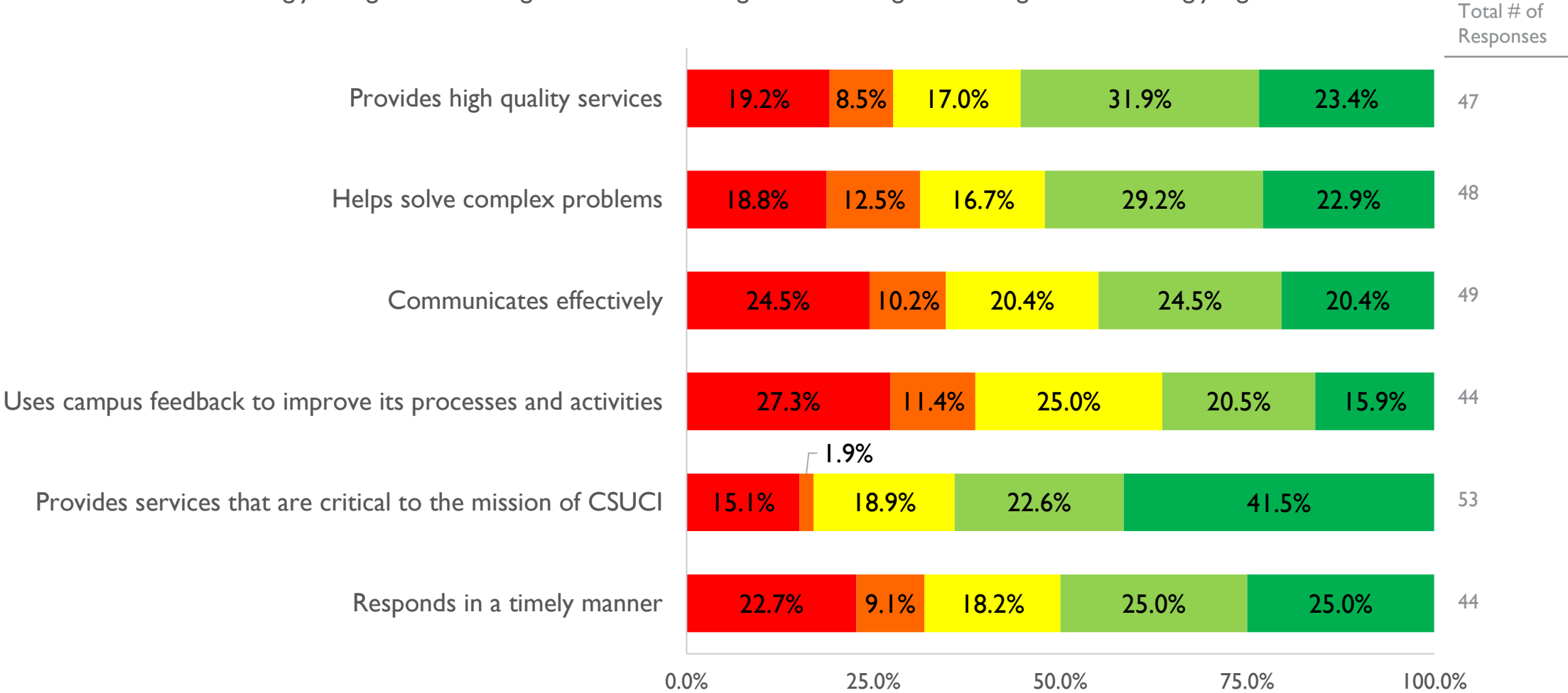




# Internal Audit

Q46 - Please indicate your level of agreement with these statements describing Internal Audit.

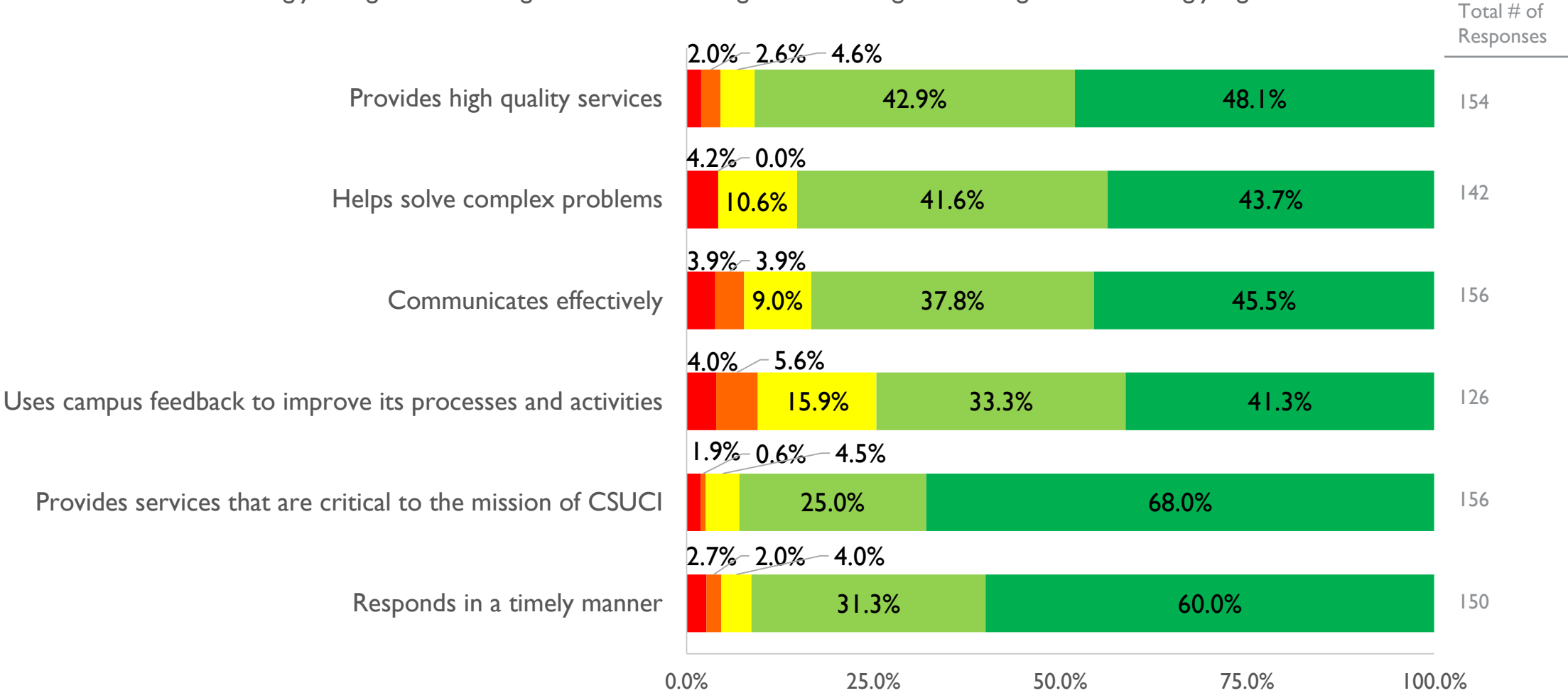
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Public Safety

Q51 - Please indicate your level of agreement with these statements describing Public Safety.

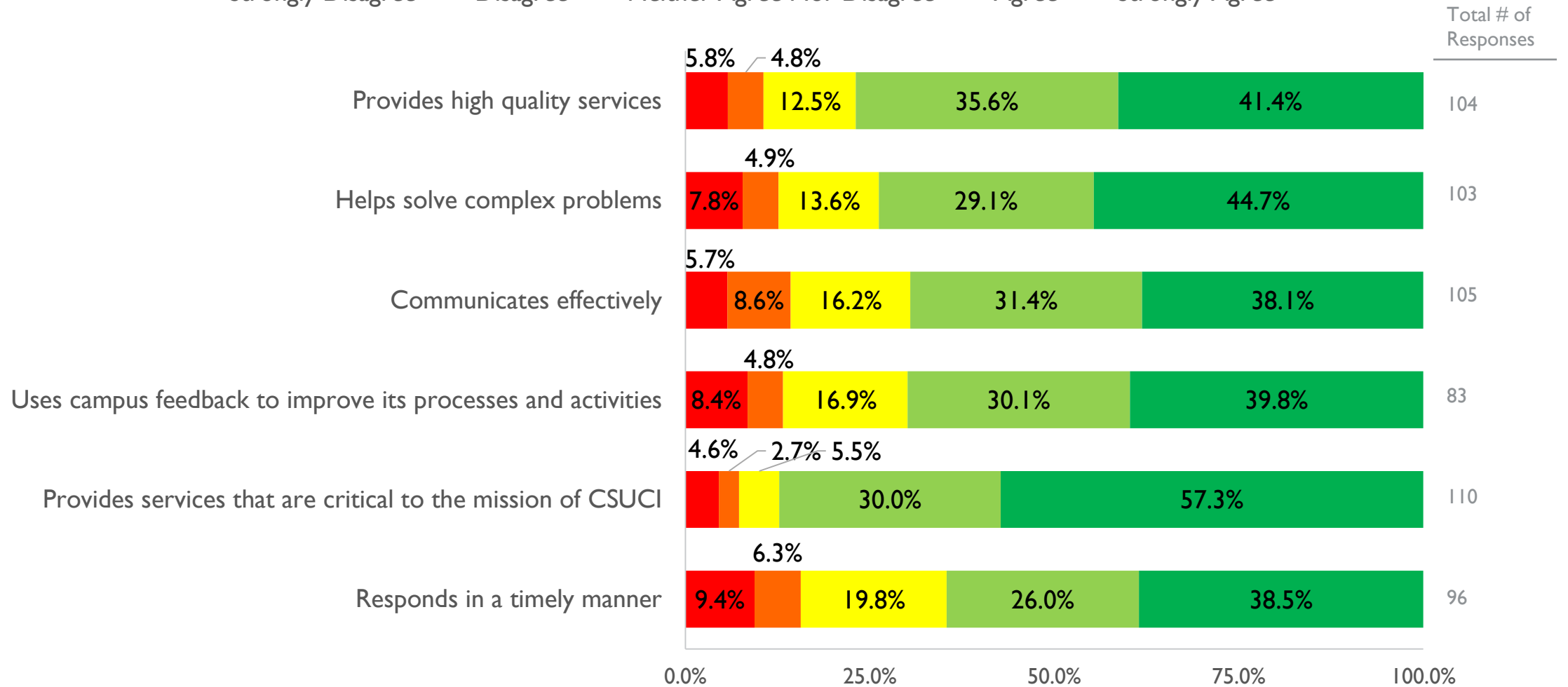
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# Title IX & Inclusion

Q59 - Please indicate your level of agreement with these statements describing Title IX and Inclusion.

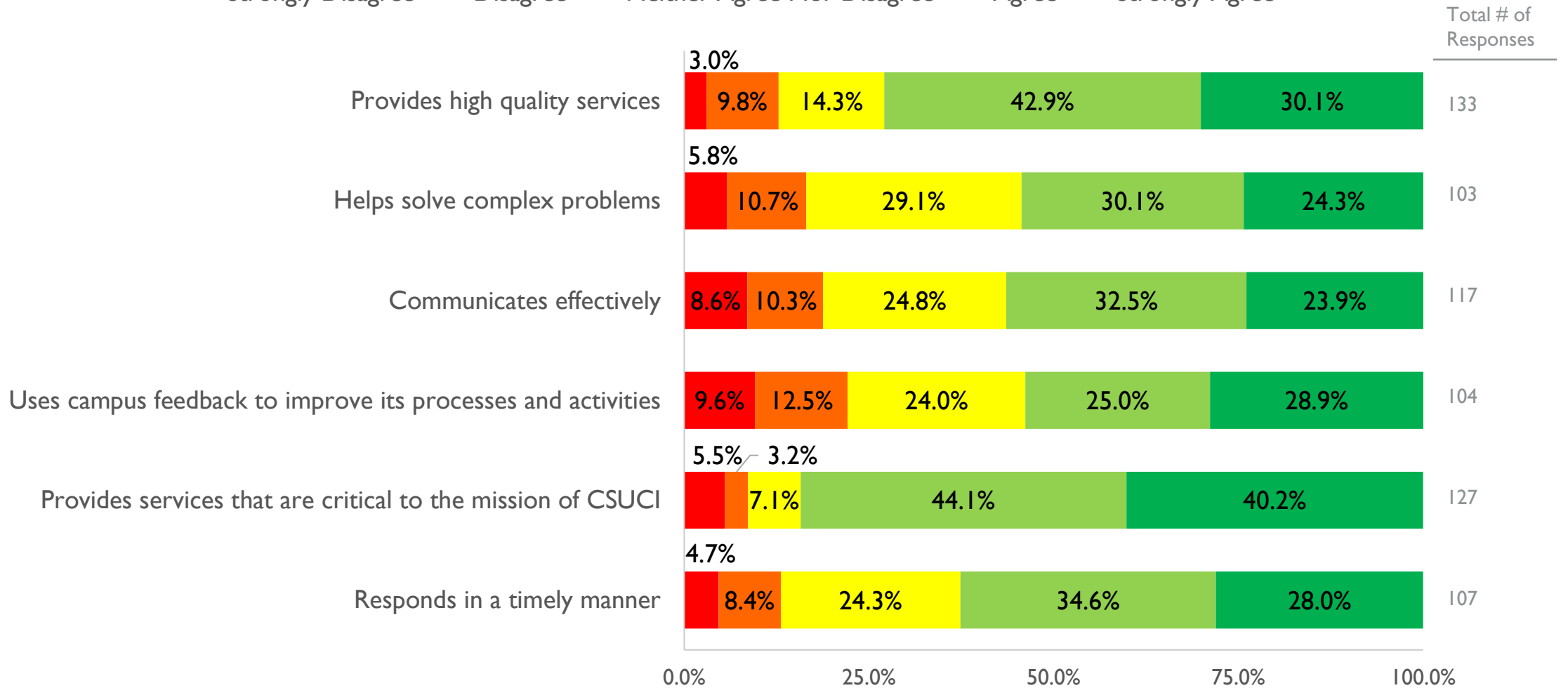
■ Strongly Disagree  
 ■ Disagree  
 ■ Neither Agree Nor Disagree  
 ■ Agree  
 ■ Strongly Agree



# University Auxiliary Services

Q70 - Please indicate your level of agreement with these statements describing University Auxiliary Services

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



# Website Ratings

Q78 - Please rate the INFORMATION PROVIDED ON THE WEBSITE of each of the Division of Business & Financial Affairs units (5 for excellent; 1 for needs improvement)

### Average Website Rating by Unit

