



Frequently Asked Questions

What is the Business & Financial Affairs Customer Satisfaction Survey?

This survey has taken place periodically since 2013 and is an opportunity for every faculty and staff member to share their experience with units within the Division of Business and Financial Affairs. For 2020, the survey will take place in two “flights.” The first flight will occur in spring and will cover Facilities Services, Financial Services, Information Technology Services and Public Safety. The second flight will be sent in the fall to capture your feedback on the remaining departments in BFA (Administrative Services, Business Transformation & Support, Budget & Planning and Internal Audit).

Why should I take the Customer Satisfaction Survey?

Your feedback provides valuable information on the performance of the units in BFA, which helps us determine what is working and what needs improvement. Your perspective is critical to reach our vision to be a recognized leader for the delivery of outstanding services.

How do I take the survey?

The survey is accessible through a link that will be emailed to all faculty and staff on March 2. Contact Nathan Bowden at nathan.bowden@csuci.edu if you need another email sent to you.

How long will it take?

The Division of Business and Financial Affairs is comprised of 8 units and these are split between fall and spring surveys. Out of the four units included in this survey, you are asked to rate only the units from which you received service during the past 12 months. It should take 3-4 minutes to rate each unit.

Are my responses confidential?

Yes. Individual responses are confidential unless you opt to provide your contact information for follow-up purposes.

How will the information be used?

The Division of Business and Financial Affairs is committed to continuous improvement. The information will be used to help the units identify areas that are performing well as well as areas that require improvement. The data enables units to enhance business processes and customer service which results in a better experience for you.

Will the survey be given again?

Yes. The BFA units not covered in this survey will be addressed in the fall survey. The surveys will repeat every 2 years.

What is the schedule of this survey?

The survey period opens March 2, 2020. The last day to participate in the survey is March 20, 2020.

Who do I contact for survey help?

Please contact Nathan Bowden at nathan.bowden@csuci.edu