Fall 2015 Customer Satisfaction Survey Results

Division of Business and Financial Affairs
Who We Heard From

Number of Responses

<table>
<thead>
<tr>
<th></th>
<th>Faculty</th>
<th>Staff</th>
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<tr>
<td>31</td>
<td>![Faculty Icon]</td>
<td>![Staff Icon]</td>
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Percentages of Faculty & Staff Who Responded

- 7% Faculty
- 37% Staff
Who We Heard From

Supervisors & Non-supervisors

- Supervisors: 34%
- Non-supervisors: 66%

Experience at CI

- < 5 years: 40%
- 5 – 10 years: 38%
- > 10 years: 22%
AVERAGE PERFORMANCE RATING BY UNIT

- Public Safety: 4.07
- VP's Office (Organizational Effectiveness/Special Projects/Risk Management): 3.53
- Administrative Services: 3.35
- Human Resources: 3.14
- Financial Services: 3.24
- Facilities Services: 3.72

Q5 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units (5 for excellent; 1 for needs improvement)
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2013 VS 2015 COMPARISON

- Facilities Services: 2013 - 3.86, 2015 - 3.72
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: 4.55
- Problem solving ability: 4.34

**Transportation & Parking**
- Courtesy & professionalism of staff: 4.24
- Walk-up services at the department: 4.11

**Environmental Health & Safety**
- University provides a safe and healthful workplace: 3.98
- Provides useful information: 3.83
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: 4.1
- Helps solve complex facilities problems: 3.97
- Provides services that exceed my expectations: 3.82
- Provides useful information: 3.88
- Uses campus feedback to improve its processes and activities: 3.74
- Provides services that are critical to the mission of CI: 4.27
- Improves the sustainability performance in CI’s built habitat: 4.16
Financial Services

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

- Provides high quality services: 3.45
- Helps solve complex financial problems: 3.3
- Provides services that exceed my expectations: 3.18
- Provides useful information: 3.32
- Uses campus feedback to improve its processes and activities: 3
- Provides services that are critical to the mission of CI: 3.88
Human Resources

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

- Provides high quality services: 3.59
- Helps solve complex problems: 3.45
- Provides services that exceed my expectations: 3.26
- Provides useful information: 3.64
- Uses campus feedback to improve its processes and activities: 3.21
- Provides services that are critical to the mission of CI: 4.09
Q55 - In general, Administrative Services (5 for Excellent; 1 for Needs Improvement):

- Provides high quality services: 3.64
- Responds in a timely manner: 3.6
- Communicates clearly: 3.45
- Provides services that exceed my expectations: 3.28
- Uses campus feedback to improve its processes and activities: 3.23
- Provides services that are critical to the mission of CI: 4.04
Q67 - In general, the Special Projects area (5 for Excellent; 1 for Needs Improvement):

- Provides high quality services: 3.94
- Responds in a timely manner: 3.93
- Communicates clearly: 3.77
- Provides services that exceed my expectations: 3.61
- Uses campus feedback to improve its processes and activities: 3.56
- Provides services that are critical to the mission of CI: 4.17