DIVISION OF BUSINESS & FINANCIAL AFFAIRS

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

<table>
<thead>
<tr>
<th>Year</th>
<th>Faculty</th>
<th>Staff</th>
</tr>
</thead>
<tbody>
<tr>
<td>2013</td>
<td>31</td>
<td>310</td>
</tr>
<tr>
<td>2015</td>
<td>48</td>
<td>188</td>
</tr>
<tr>
<td>2017</td>
<td>72</td>
<td>259</td>
</tr>
</tbody>
</table>
Who We Heard From

Supervisors & Non-supervisors

- Non-supervisor: 76%
- Supervisor: 24%

Experience at CSUCI

- < 5 years: 49%
- 5 – 10 years: 29%
- > 10 years: 22%
Q6 - Please rate the OVERALL PERFORMANCE of each of the following Administrative Units (5 for excellent; 1 for needs improvement)
Overall Performance

Year-to-Year Comparison

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

- Title IX & Inclusion*: 2013 - 4.03, 2015 - 4.03, 2017 - 4.03

*Unit not included in previous surveys
**Administrative Services scores from 2013 and 2015 used for comparison to UAS score from 2017.
Q8 - Please indicate your level of agreement with these statements describing Facilities Services.

- Provides high quality services: 3.7%, 10.3%, 12.6%, 44.4%, 29.0%
- Helps solve complex problems: 5.4%, 12.5%, 26.6%, 34.2%, 21.2%
- Communicates effectively: 10.5%, 19.9%, 22.4%, 28.9%, 18.4%
- Uses campus feedback to improve its processes and activities: 7.9%, 17.6%, 32.7%, 23.0%, 18.8%
- Provides services that are critical to the mission of CSUCI: 2.9%, 1.9%, 11.5%, 36.4%, 47.4%
- Responds in a timely manner: 7.3%, 15.9%, 22.2%, 35.8%, 18.8%

Total # of Responses:
- Provides high quality services: 214
- Helps solve complex problems: 184
- Communicates effectively: 201
- Uses campus feedback to improve its processes and activities: 165
- Provides services that are critical to the mission of CSUCI: 209
- Responds in a timely manner: 207
Financial Services

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

- Provides high quality services
  - Strongly Disagree: 8.5%
  - Disagree: 16.3%
  - Neither Agree Nor Disagree: 24.8%
  - Agree: 35.3%
  - Strongly Agree: 15.0%
  Total # of Responses: 153

- Helps solve complex problems
  - Strongly Disagree: 9.9%
  - Disagree: 18.3%
  - Neither Agree Nor Disagree: 28.2%
  - Agree: 28.9%
  - Strongly Agree: 14.8%
  Total # of Responses: 142

- Communicates effectively
  - Strongly Disagree: 16.3%
  - Disagree: 21.3%
  - Neither Agree Nor Disagree: 30.6%
  - Agree: 21.9%
  - Strongly Agree: 10.0%
  Total # of Responses: 160

- Uses campus feedback to improve its processes and activities
  - Strongly Disagree: 18.7%
  - Disagree: 18.7%
  - Neither Agree Nor Disagree: 35.0%
  - Agree: 16.3%
  - Strongly Agree: 11.4%
  Total # of Responses: 123

- Provides services that are critical to the mission of CSUCI
  - Strongly Disagree: 13.3%
  - Disagree: 31.7%
  - Neither Agree Nor Disagree: 44.9%
  Total # of Responses: 158

- Responds in a timely manner
  - Strongly Disagree: 14.2%
  - Disagree: 16.2%
  - Neither Agree Nor Disagree: 22.3%
  - Agree: 35.8%
  - Strongly Agree: 11.5%
  Total # of Responses: 148
### Human Resources

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree Nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Total # of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provides high quality services</td>
<td>11.6%</td>
<td>16.9%</td>
<td>34.9%</td>
<td>31.4%</td>
<td></td>
<td>172</td>
</tr>
<tr>
<td>Helps solve complex problems</td>
<td>8.6%</td>
<td>12.9%</td>
<td>19.0%</td>
<td>31.3%</td>
<td>28.2%</td>
<td>163</td>
</tr>
<tr>
<td>Communicates effectively</td>
<td>8.7%</td>
<td>13.3%</td>
<td>19.1%</td>
<td>33.5%</td>
<td>25.4%</td>
<td>173</td>
</tr>
<tr>
<td>Uses campus feedback to improve its processes and activities</td>
<td>14.0%</td>
<td>17.1%</td>
<td>20.2%</td>
<td>26.4%</td>
<td>22.5%</td>
<td>129</td>
</tr>
<tr>
<td>Provides services that are critical to the mission of CSUCI</td>
<td>8.3%</td>
<td>29.6%</td>
<td>52.1%</td>
<td></td>
<td></td>
<td>169</td>
</tr>
<tr>
<td>Responds in a timely manner</td>
<td>9.9%</td>
<td>15.2%</td>
<td>17.0%</td>
<td>30.4%</td>
<td>27.5%</td>
<td>171</td>
</tr>
</tbody>
</table>
Q46 - Please indicate your level of agreement with these statements describing Internal Audit.

- Responds in a timely manner
- Provides services that are critical to the mission of CSUCI
- Uses campus feedback to improve its processes and activities
- Communicates effectively
- Helps solve complex problems
- Provides high quality services

Here are the percentages for each statement:

- Responds in a timely manner: 22.7% Strongly Disagree, 9.1% Disagree, 18.2% Neither Agree Nor Disagree, 25.0% Agree, 25.0% Strongly Agree
- Provides services that are critical to the mission of CSUCI: 15.1% Strongly Disagree, 18.9% Disagree, 22.6% Neither Agree Nor Disagree, 41.5% Agree, 1.9% Strongly Agree
- Uses campus feedback to improve its processes and activities: 27.3% Strongly Disagree, 11.4% Disagree, 25.0% Neither Agree Nor Disagree, 20.5% Agree, 15.9% Strongly Agree
- Communicates effectively: 24.5% Strongly Disagree, 10.2% Disagree, 20.4% Neither Agree Nor Disagree, 24.5% Agree, 20.4% Strongly Agree
- Helps solve complex problems: 18.8% Strongly Disagree, 12.5% Disagree, 16.7% Neither Agree Nor Disagree, 29.2% Agree, 22.9% Strongly Agree
- Provides high quality services: 19.2% Strongly Disagree, 8.5% Disagree, 17.0% Neither Agree Nor Disagree, 31.9% Agree, 23.4% Strongly Agree

Total # of Responses:
- Responds in a timely manner: 44
- Provides services that are critical to the mission of CSUCI: 53
- Uses campus feedback to improve its processes and activities: 44
- Communicates effectively: 49
- Helps solve complex problems: 48
- Provides high quality services: 47
Q51 - Please indicate your level of agreement with these statements describing Public Safety.

1. Provides high quality services
   - Strongly Disagree: 2.0%
   - Disagree: 2.6%
   - Neither Agree Nor Disagree: 4.6%
   - Agree: 42.9%
   - Strongly Agree: 48.1%
   - Total Responses: 154

2. Helps solve complex problems
   - Strongly Disagree: 10.6%
   - Disagree: 41.6%
   - Neither Agree Nor Disagree: 3.9%
   - Agree: 43.7%
   - Total Responses: 142

3. Communicates effectively
   - Strongly Disagree: 9.0%
   - Disagree: 37.8%
   - Neither Agree Nor Disagree: 4.0%
   - Agree: 45.5%
   - Total Responses: 156

4. Uses campus feedback to improve its processes and activities
   - Strongly Disagree: 15.9%
   - Disagree: 33.3%
   - Neither Agree Nor Disagree: 1.9%
   - Agree: 41.3%
   - Total Responses: 126

5. Provides services that are critical to the mission of CSUCI
   - Strongly Disagree: 25.0%
   - Disagree: 68.0%
   - Total Responses: 156

6. Responds in a timely manner
   - Strongly Disagree: 25.0%
   - Disagree: 31.3%
   - Neither Agree Nor Disagree: 4.0%
   - Agree: 60.0%
   - Total Responses: 150
Q59 - Please indicate your level of agreement with these statements describing Title IX and Inclusion.

Title IX & Inclusion

- Provides high quality services
  - Strongly Disagree: 5.8%
  - Disagree: 4.8%
  - Neither Agree Nor Disagree: 12.5%
  - Agree: 35.6%
  - Strongly Agree: 41.4%
  - Total Responses: 104

- Helps solve complex problems
  - Strongly Disagree: 7.8%
  - Disagree: 13.6%
  - Neither Agree Nor Disagree: 29.1%
  - Agree: 44.7%
  - Total Responses: 103

- Communicates effectively
  - Strongly Disagree: 8.6%
  - Disagree: 16.2%
  - Neither Agree Nor Disagree: 31.4%
  - Agree: 38.1%
  - Total Responses: 105

- Uses campus feedback to improve its processes and activities
  - Strongly Disagree: 8.4%
  - Disagree: 16.9%
  - Neither Agree Nor Disagree: 30.1%
  - Agree: 39.8%
  - Total Responses: 83

- Provides services that are critical to the mission of CSUCI
  - Strongly Disagree: 6.3%
  - Disagree: 30.0%
  - Neither Agree Nor Disagree: 26.0%
  - Agree: 57.3%
  - Total Responses: 110

- Responds in a timely manner
  - Strongly Disagree: 9.4%
  - Disagree: 19.8%
  - Neither Agree Nor Disagree: 26.0%
  - Agree: 38.5%
  - Total Responses: 96
### University Auxiliary Services

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

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
<th>Neither Agree Nor Disagree</th>
<th>Agree</th>
<th>Strongly Agree</th>
<th>Total # of Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Responds in a timely manner</td>
<td>8.4%</td>
<td>24.3%</td>
<td>34.6%</td>
<td>28.0%</td>
<td></td>
<td>107</td>
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<tr>
<td>Provides services that are critical to the mission of CSUCI</td>
<td>7.1%</td>
<td>44.1%</td>
<td>40.2%</td>
<td></td>
<td></td>
<td>127</td>
</tr>
<tr>
<td>Helps solve complex problems</td>
<td>10.7%</td>
<td>29.1%</td>
<td>30.1%</td>
<td>24.3%</td>
<td></td>
<td>103</td>
</tr>
<tr>
<td>Communicates effectively</td>
<td>8.6%</td>
<td>10.3%</td>
<td>24.8%</td>
<td>32.5%</td>
<td>23.9%</td>
<td>117</td>
</tr>
<tr>
<td>Uses campus feedback to improve its processes and activities</td>
<td>9.6%</td>
<td>12.5%</td>
<td>24.0%</td>
<td>25.0%</td>
<td>28.9%</td>
<td>104</td>
</tr>
<tr>
<td>Provides high quality services</td>
<td>9.8%</td>
<td>14.3%</td>
<td>42.9%</td>
<td>30.1%</td>
<td></td>
<td>133</td>
</tr>
</tbody>
</table>

Total # of Responses:
- 133
- 103
- 117
- 104
- 127
- 107
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)