

# Quality Improvement

ACTION FOR EXCELLENCE

Procurement 04/05 Customer Satisfaction Survey Report

Campus: San Marcos

Please indicate whether you are:

Faculty	15
Staff	32

In the past 12 months, how often have you personally contacted the Purchasing office for assistance?

Daily	2
Weekly	6
Monthly	4
Infrequently	13
Never	22

Rate your satisfaction with the service during the last 12 months. If you cannot rate the item (or it's not applicable) select "Don't Know".

	Response Distribution						Response Average	CSU Mean	03/04 Mean	01/02 Mean
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know				
Variety of methods to purchase goods and services	0	5	4	11	2	17	3.45	3.68	3.60	3.40
Staff knowledge of goods and services	0	2	4	11	3	19	3.75	3.98	3.77	3.30
Staff courtesy	0	0	3	12	8	16	4.22	4.23	4.03	3.70
Ease of submitting a requisition	2	2	3	4	3	25	3.29	3.66	3.48	3.30
Timeliness of placing an order with supplier	0	1	4	9	1	24	3.67	3.56	3.33	3.30
Availability of information on the status of my order	0	1	4	8	2	24	3.73	3.69	3.35	3.00
Clear, easy to follow policies and procedures	0	4	7	8	1	19	3.30	3.46	3.09	2.60
Procurement training	0	5	5	3	4	21	3.35	3.62	3.32	2.70
Credit cards and other low-dollar purchasing options	1	2	3	9	4	20	3.68	4.03	3.81	3.60
Overall services of the purchasing office	0	3	3	11	6	16	3.87	3.92	3.57	3.30

Rate how important each of the following services are to you. If you cannot rate the item (or it's not applicable), select "Don't Know"

	Not at all important	Somewhat Important	Neutral	Important	Very Important	Don't Know	Response Average
Variety of methods to purchase goods and services	0	2	1	13	12	11	4.25
Ease of submitting a requisition	0	1	1	7	18	12	4.56
Timeliness of placing an order with supplier	0	0	1	10	17	11	4.57
Availability of information on the status of my order	0	0	2	10	16	11	4.50
Clear, easy to follow policies and procedures	0	0	2	6	21	10	4.66
Procurement training	1	1	6	8	12	11	4.04
Credit cards and other low-dollar purchasing options	0	2	2	8	16	11	4.36