

# Quality Improvement

ACTION FOR EXCELLENCE

## Human Resources 05/06 Customer Satisfaction Survey Report

Campus: San Marcos

Please indicate whether you are:

Faculty	15
Staff	60
MPP	

### Personnel Policy/ Procedures

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	6	10	10	22	17	11	3.52	3.56
Helpful Information	5	12	9	19	24	8	3.65	3.65
Courteous Interaction	1	5	10	17	38	7	4.21	4.12

### Classification Process

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	5	8	13	18	9	25	3.34	2.86
Helpful Information	3	6	14	18	13	24	3.59	3.11
Courteous Interaction	2	2	8	16	27	23	4.16	3.77

### Human Resource Information

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	5	13	11	28	17	4	3.53	3.62
Helpful Information	1	8	8	23	22	16	3.92	3.99
Courteous Interaction	2	6	8	24	25	13	3.98	3.83

### Advising and Counseling

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	5	1	11	17	11	32	3.62	3.40
Helpful Information	4	2	11	12	12	31	3.63	3.43
Courteous Interaction	1	1	13	14	17	31	3.98	3.89

### Benefits Administration

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	4	1	6	26	21	19	4.02	3.86
Helpful Information	2	4	6	24	22	19	4.03	3.77
Courteous Interaction	4	3	5	19	28	18	4.08	4.04

### Grievance and Complaint Handling

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	6	2	5	1	8	54	3.14	2.91
Helpful Information	5	1	7	2	7	54	3.23	2.96
Courteous Interaction	5	2	5	1	8	54	3.24	3.33

### Job Openings and Inquiries

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Timely Response	1	12	12	13	10	29	3.40	3.51
Helpful Information	1	5	12	16	14	28	3.77	3.60
Courteous Interaction	0	2	12	13	21	29	4.10	3.83

### Training Opportunities

	Response Distribution						05/06 Response Average	04/05 Response Average
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know		
Training Topics	4	4	16	19	20	15	3.75	3.65
Course quality	4	5	14	19	18	18	3.70	3.78