

# CUSTOMER SATISFACTION SURVEY RESULTS

## CSUSM CORPORATION HR & PAYROLL SERVICES 2017/18

Oversight and guidance in areas of compensation, benefits administration, payroll, training, safety and employee relations. Ensures adherence to all employment and labor laws, legislative issues and regulations



**4.24**  
OVERALL SATISFACTION WITH  
CSUSM CORPORATION  
HR & PAYROLL SERVICES



**68**  
RESPONDENTS



**4.27**  
MOVING IN A POSITIVE DIRECTION  
TO MEET CUSTOMER NEEDS

### STRENGTHS & OPPORTUNITIES

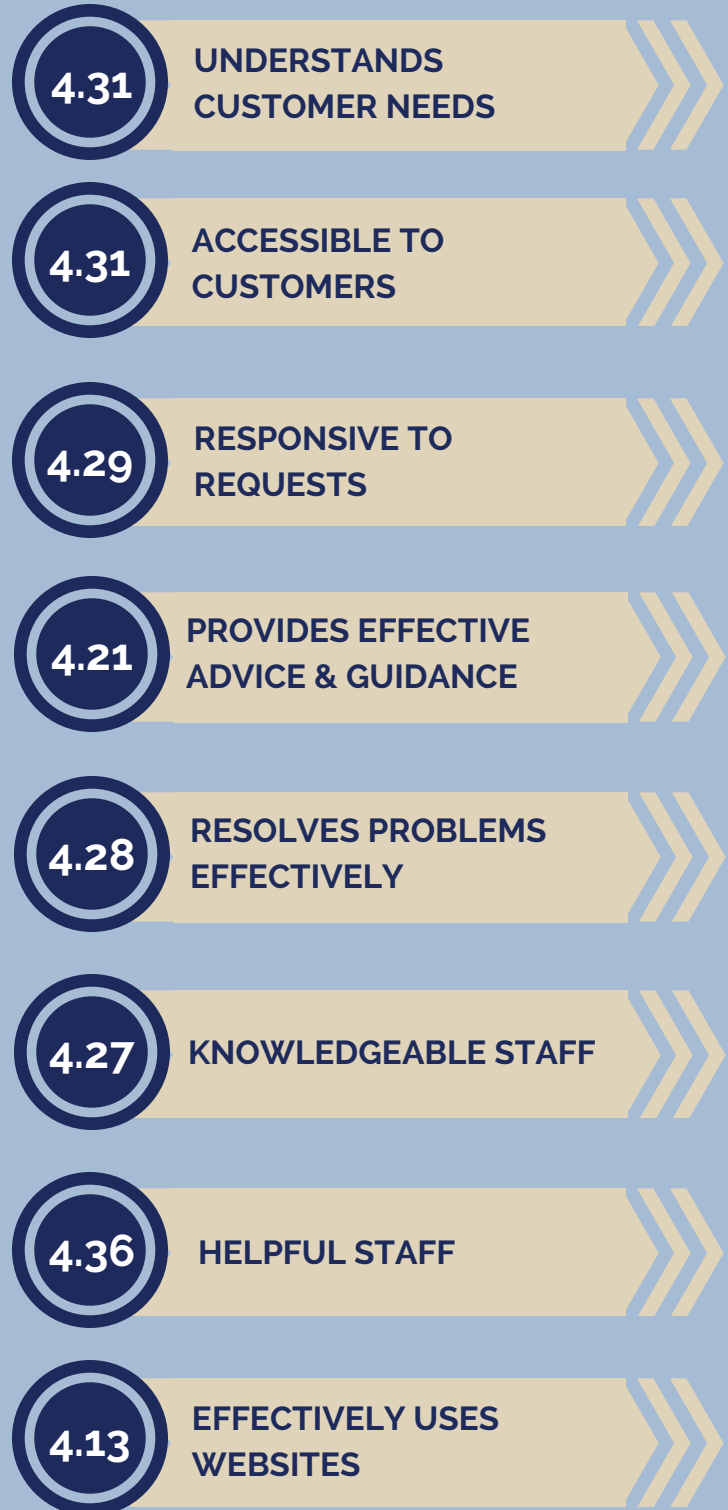
#### STRENGTHS

Understands My Needs & Requirements  
Resolves Problems Effectively  
Accessible to Customers

#### OPPORTUNITIES FOR IMPROVEMENT

Effectively Uses Websites  
Provides Effective Advice & Guidance  
Moving in a Positive Direction

### HOW WE RATED



Below 3.0: Low  
3.00-3.59: Marginal

3.60 - 4.29: Good  
4.30 & above: Excellent



# CSU San Marcos Customer Satisfaction Survey

## CSUSM Corporation - HR and Payroll Services

Oversight and guidance in the areas of compensation, benefits administration, payroll, training, safety and employee relations. Ensures adherence to all employment and labor laws, legislative issues and regulations.

2018

# 68

respondents

2017

115 respondents

### Strengths

- Understands My Needs and Requirements
- Resolves Problems Effectively
- Accessible to Customers

### Opportunities

- Effectively Uses Websites, Online Documentation
- Provides Effective Advice, Guidance
- Moving in a Positive Direction

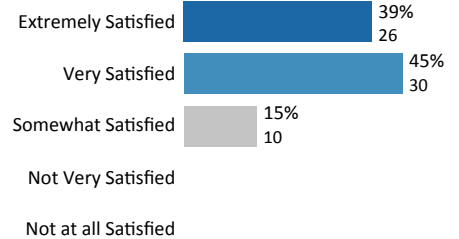
### Overall Satisfaction

Thinking of your OVERALL experience with this department, how would you rate your satisfaction with it during the past 12 months in meeting your department's needs?

# 4.24

mean

Standard Deviation  
0.70



Mean Scores **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent** Mean Score

#	Question	2017	2018	Chg from 2017 to 2018
1	Thinking of your OVERALL experience with CSUSM Corporation - HR & Payroll Services, how would you rate your satisfaction with it during the past 12 months?			↑
2	Understands my needs and requirements			
3	Accessible to customers (via phone, voicemail, e-mail, etc.)			
4	Responsive to requests or problems within an acceptable time			
5	Provides effective advice, support, and guidance			↓
6	Facilitates problem resolution			
7	Knowledgeable staff			↓
8	Helpful staff			↓
9	Effectively uses websites and systems to provide access to CSUSM Corporation - HR & Payroll Services information and services			
10	Moving in a positive direction to meet my needs			

### Background

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★ Change from 2017 to 2018 is statistically significant

Change of 0.09 or greater



# CSU San Marcos Customer Satisfaction Survey

CSUSM Corporation - HR and Payroll Services

Oversight and guidance in the areas of compensation, benefits administration, payroll, training, safety and employee relations. Ensures adherence to all employment and labor laws, legislative issues and regulations.

## Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.84, Mean Average = 4.27



- Helpful Staff
- Moving in a Positive Direction
- Effectively Uses Websites, Online Documentation
- Resolves Problems Effectively
- Responds to Requests Within an Acceptable Time
- Understands My Needs and Requirements
- Accessible to Customers
- Knowledgeable Staff
- Provides Effective Advice, Guidance

**Strengths**  
Higher than average mean score, lower than average correlation.  
"Keep up the good work"

**Influential Strengths**  
Higher than average mean score, higher than average correlation.  
"Keep an eye on"

**Secondary Opps**  
Lower than average mean score, lower than average correlation.  
"Low Priority"

**Primary Opps**  
Lower than average mean score, higher than average correlation.  
"Concentrate Efforts"

## List of Strengths & Opportunities by Question ST - Strength | IS - Influential Strength | PO - Primary Opportunity | SO - Secondary Opportunity

#	Question	Mean	Corr	Str/Opps
2	Understands my needs and requirements	4.31	0.92	IS
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.31	0.84	IS
4	Responsive to requests or problems within an acceptable time	4.29	0.81	ST
5	Provides effective advice, support, and guidance	4.21	0.87	PO
6	Facilitates problem resolution	4.28	0.84	IS
7	Knowledgeable staff	4.27	0.79	ST
8	Helpful staff	4.36	0.75	ST
9	Effectively uses websites and systems to provide access to CSUSM Corporation - HR & Payroll Services information and services	4.13	0.85	PO
10	Moving in a positive direction to meet my needs	4.27	0.86	PO



# CSU San Marcos Customer Satisfaction Survey

CSUSM Corporation - HR and Payroll Services

Satisfaction Mean Scores by Classification **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

	Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Resolves Problems Effectively	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Faculty										
Staff										

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is less than five





# CSU San Marcos Customer Satisfaction Survey

CSUSM Corporation - HR and Payroll Services

Satisfaction Mean Scores by Division and Classification **Below 3.00 - Low** | **3.00 to 3.59 - Marginal** | **3.60 to 4.29 - Good** | **4.30 & above - Excellent**

		Overall Satisfaction	Understands My Needs and Requirements	Accessible to Customers	Responds to Requests Within an Acceptable Time	Provides Effective Advice, Guidance	Resolves Problems Effectively	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Academic Affairs	Faculty							0			
	Staff										
Finance & Admin Svcs	Staff							0			
Presidents Office	Faculty			0				0			
Student Affairs	Faculty			0				0			
	Staff										
University Advancement	Staff			0				0			

Number of respondents in parenthesis: (n). The (n) is not shown when the number of respondents is less than five  
 Blank cells: respondents did not provide an answer to the question

