

# CUSTOMER SATISFACTION SURVEY

## CSUSM CORPORATION- BUSINESS SERVICES & FINANCE

### 2018/19

Management of campus programs, business and financial operations, ensures compliance with all policies, procedures and laws for all Corporation activity.



**3.52**  
OVERALL SATISFACTION WITH  
BUSINESS SERVICES &  
FINANCE



**23**  
RESPONDENTS



**3.71**  
MOVING IN A POSITIVE DIRECTION  
TO MEET CUSTOMER NEEDS

### STRENGTHS & OPPORTUNITIES

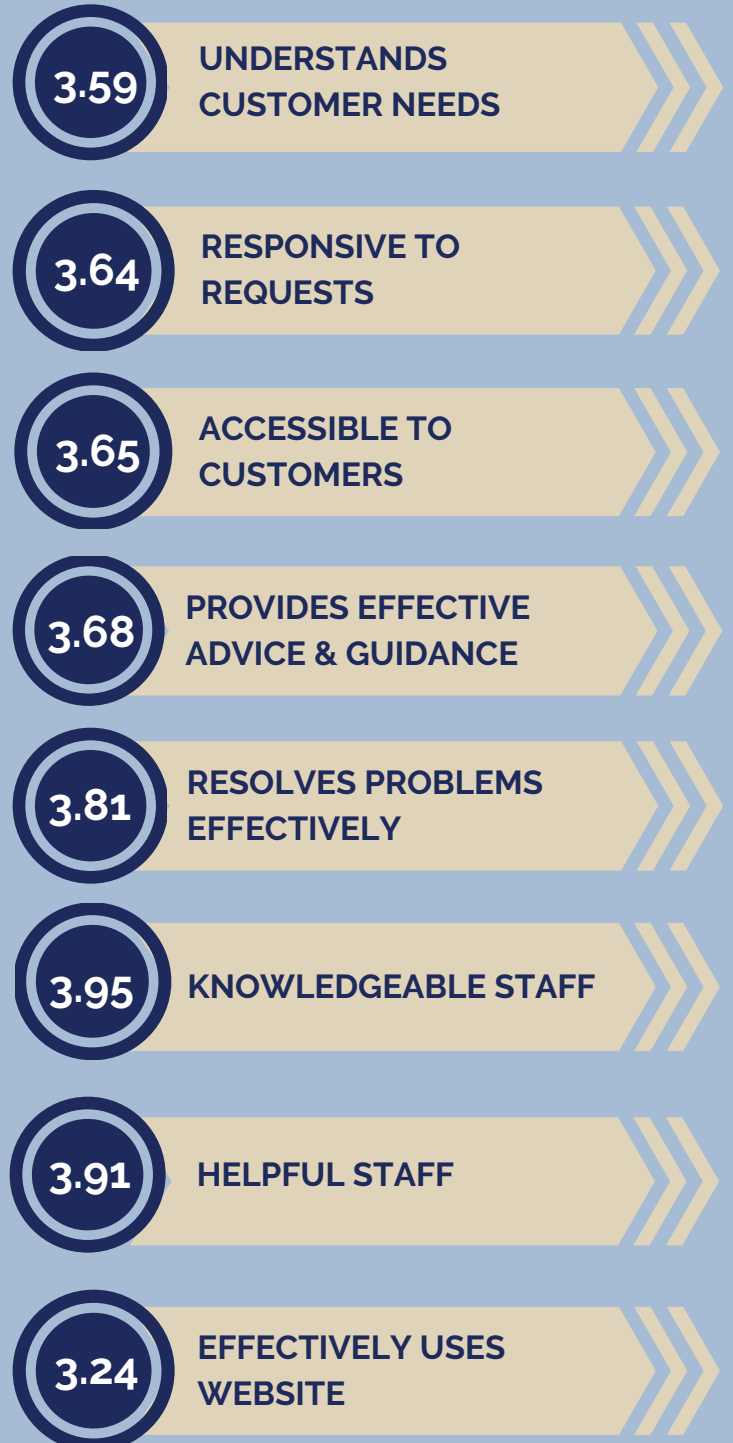
#### STRENGTHS

Knowledgeable Staff  
Helpful Staff  
Facilitates Problem Resolution

#### OPPORTUNITIES FOR IMPROVEMENT

Effectively Uses Websites, Online Documentation  
Understands My Needs and Requirements  
Responds to Requests Within an Acceptable Time

### SURVEY ITEMS



Below 3.0: Low      3.60 - 4.29: Good  
3.00-3.59: Marginal      4.30 & above: Excellent



# 2019 CSU San Marcos CSS

## CSUSM Corporation - Business Services & Finance

Management of campus programs, business and financial operations, ensures compliance with all policies, procedures and laws for all Corporation activity.

2019  
**23**  
respondents

2018  
50 respondents

### Strengths

- Knowledgeable Staff
- Helpful Staff
- Facilitates Problem Resolution

### Opportunities

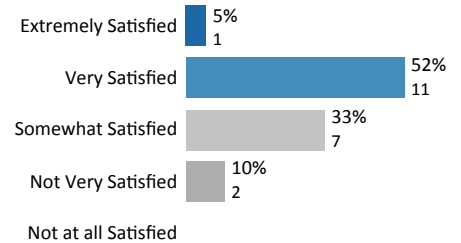
- Effectively Uses Websites, Online Documentation
- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time

### 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?

**3.52**  
mean

Standard Deviation  
0.73



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

#	Question	Mean Score			2019 change from prior year
		2017	2018	2019	
1	Thinking of your OVERALL experience with CSUSM Corporation - Business Services & Finance, how would you rate your satisfaction with it during the past 12 months?	3.89	3.86	3.52	↓
2	Understands my needs and requirements	3.96	3.85	3.59	↓
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	3.99	3.74	3.65	↓
4	Responsive to requests or problems within an acceptable time	3.85	3.84	3.64	↓
5	Provides effective advice, support, and guidance	3.92	3.73	3.68	↓
6	Facilitates problem resolution	3.92	3.76	3.81	↓
7	Knowledgeable staff	4.08	3.79	3.95	↑
8	Helpful staff	4.14	3.95	3.91	↓
9	Effectively uses websites and systems to provide access to CSUSM Corporation - Business Services & Finance information and services	3.82	3.70	3.24	↓
10	Moving in a positive direction to meet my needs	3.91	3.74	3.71	↓

### Background

Change of 0.09 or greater

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# 2019 CSU San Marcos CSS

## CSUSM Corporation - Business Services & Finance

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	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Faculty	Low	Low	Low	Low	Low	Good	Good	Low	Low	Low
Staff	Low	Good	Good	Good	Good	Good	Good	Low	Good	Good

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





**2019 CSU San Marcos CSS**  
 CSUSM Corporation - Business Services & Finance

**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	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Academic Affairs	Staff										
CHABSS	Faculty										
Finance and Administrative Services	Staff							3			
President's Office	Staff							0			
Student Affairs	Faculty			0				0			
	Staff							3			

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