

# CUSTOMER SATISFACTION SURVEY

## DISTRIBUTION AND PROPERTY CONTROL SERVICES

### 2018/19

Provides assistance with USPS mail, intracampus mail, shipping and receiving for the University. Property Control provides accurate accounting for the acquisition, movement and disposition of University property.



**4.68**  
OVERALL SATISFACTION WITH DISTRIBUTION AND PROPERTY CONTROL SERVICES



**73**  
RESPONDENTS



**4.62**  
MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS

### STRENGTHS & OPPORTUNITIES

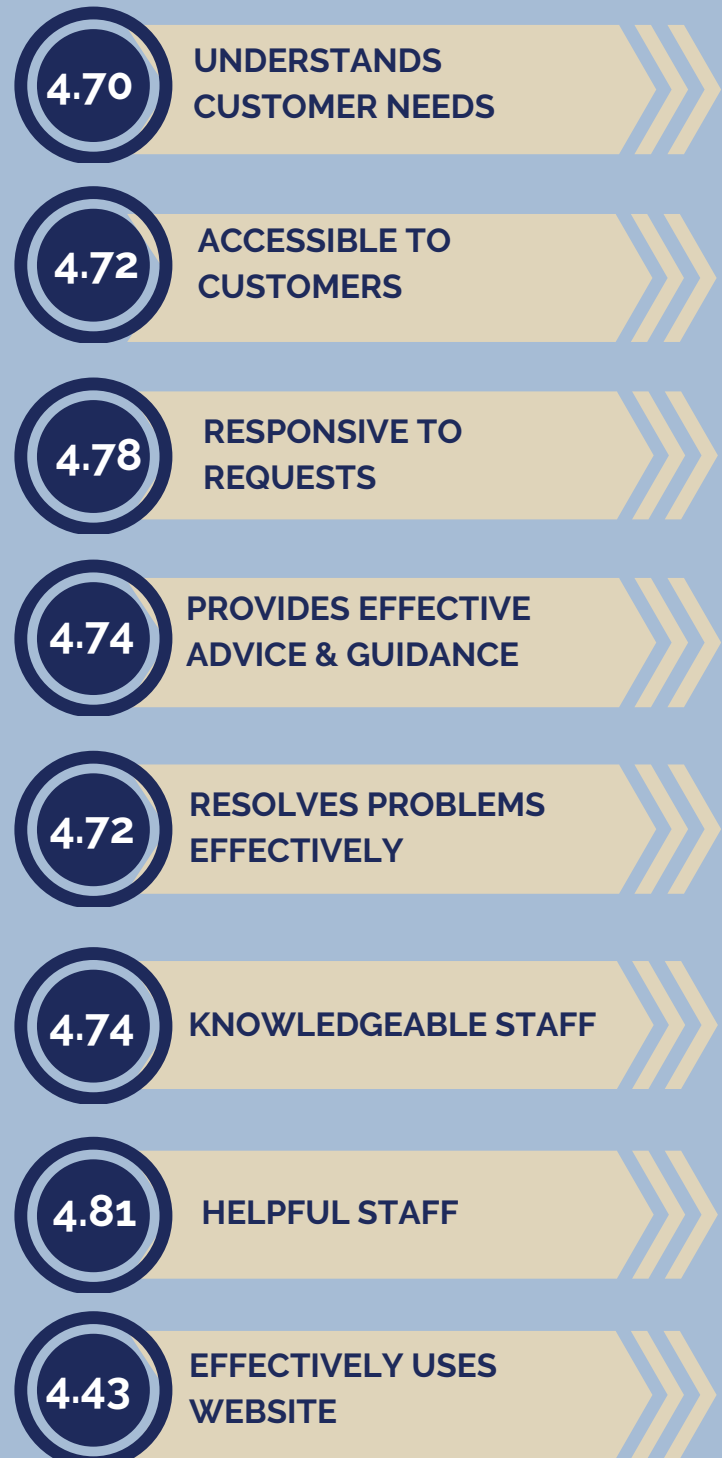
#### STRENGTHS

Understands My Needs and Requirements  
Responds to Requests Within an Acceptable Time  
Facilitates Problem Resolution

#### OPPORTUNITIES FOR IMPROVEMENT

Moving in a Positive Direction  
Effectively Uses Websites, Online Documentation

### 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 Distribution and Property Control Services

Provides assistance with USPS mail, intracampus mail, shipping and receiving for the University. Property Control provides accurate accounting for the acquisition, movement and disposition of University property.

2019

**73**  
respondents

2018

104 respondents

### Strengths

- Understands My Needs and Requirements
- Responds to Requests Within an Acceptable Time
- Facilitates Problem Resolution

### Opportunities

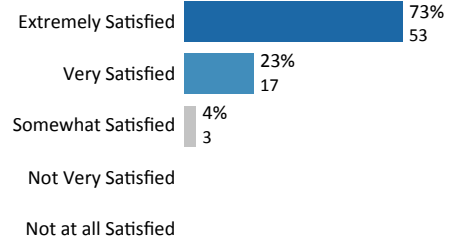
- Moving in a Positive Direction
- Effectively Uses Websites, Online Documentation

### 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?

**4.68**  
mean

Standard Deviation  
0.55



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	2019	2019 change from prior year
1	Thinking of your OVERALL experience with Distribution and Property Control 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 Distribution and Property Control Services information and services				
10	Moving in a positive direction to better meet my needs				

### Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

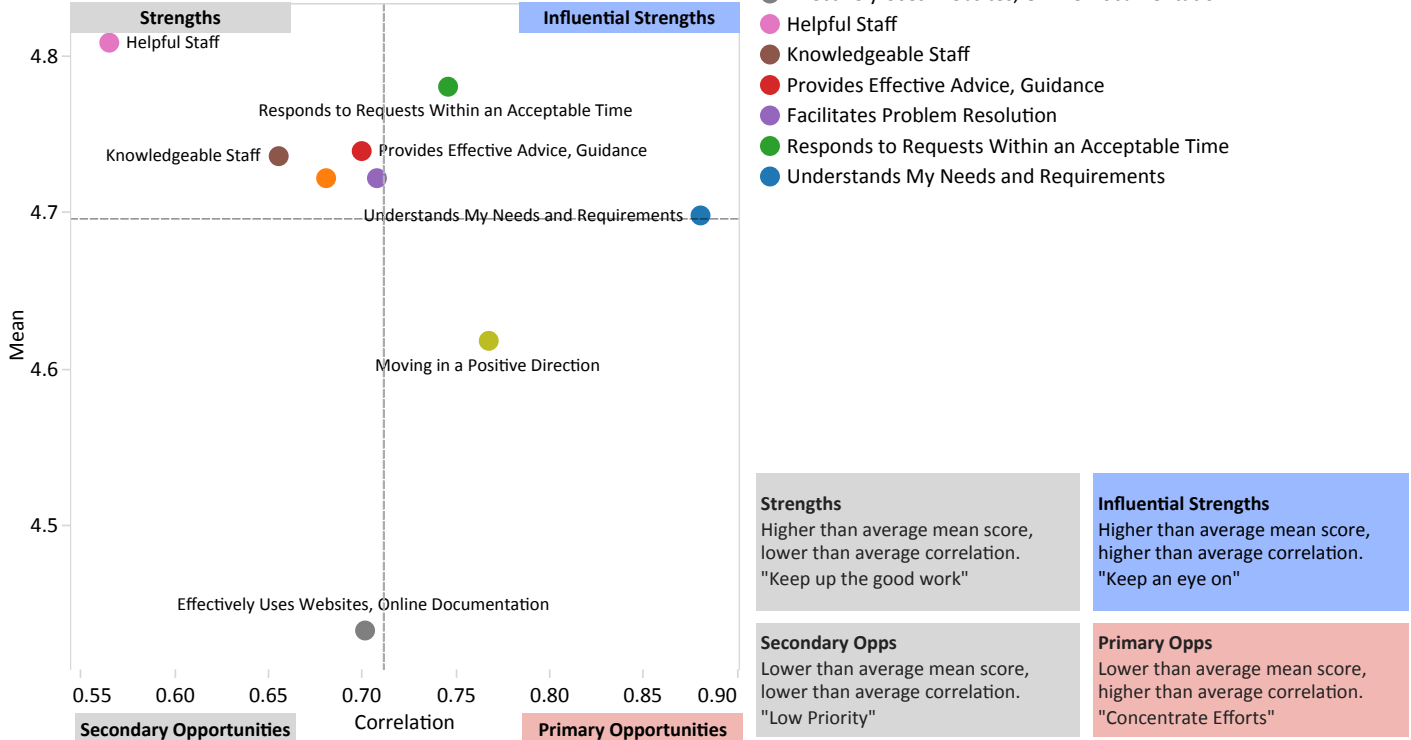
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# 2019 CSU San Marcos CSS Distribution and Property Control Services

Provides assistance with USPS mail, intracampus mail, shipping and receiving for the University. Property Control provides accurate accounting for the acquisition, movement and disposition of University property.

**Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation**  
Correlation Coefficient Average = 0.71, Mean Average = 4.70



**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	4.70	0.88	IS
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.72	0.68	ST
4	Responsive to requests or problems within an acceptable time	4.78	0.75	IS
5	Provides effective advice, support, and guidance	4.74	0.70	ST
6	Facilitates problem resolution	4.72	0.71	ST
7	Knowledgable staff	4.74	0.66	ST
8	Helpful staff	4.81	0.57	ST
9	Effectively uses websites and systems to provide access to Distribution and Property Control Services information and services	4.43	0.70	SO
10	Moving in a positive direction to better meet my needs	4.62	0.77	PO



**2019 CSU San Marcos CSS**  
**Distribution and Property Control 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	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Staff										
Faculty										

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**  
**Distribution and Property Control 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	Facilitates Problem Resolution	Knowledgeable Staff	Helpful Staff	Effectively Uses Websites, Online Documentation	Moving in a Positive Direction
Academic Affairs	Staff										
CEHHS	Faculty			0				0			
Community Engagement	Staff			0				0			
Finance and Administrative Services	Staff										
Office of the President	Staff			0				0			
President's Office	Staff			0				0			
Student Affairs	Staff										
University Advancement	Staff							0			

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.