

CUSTOMER SATISFACTION SURVEY

INSTRUCTIONAL & INFORMATION TECHNOLOGY SERVICES

2018/19

Responsible for the management and support of technology throughout campus. Services include Help Desk, classroom technology, email, desktop computer support, networking & wireless, application and enterprise information systems.



4.10
OVERALL SATISFACTION WITH INSTRUCTIONAL & INFORMATION TECHNOLOGY SERVICES



393
RESPONDENTS



4.11
MOVING IN A POSITIVE DIRECTION TO MEET CUSTOMER NEEDS

STRENGTHS & OPPORTUNITIES

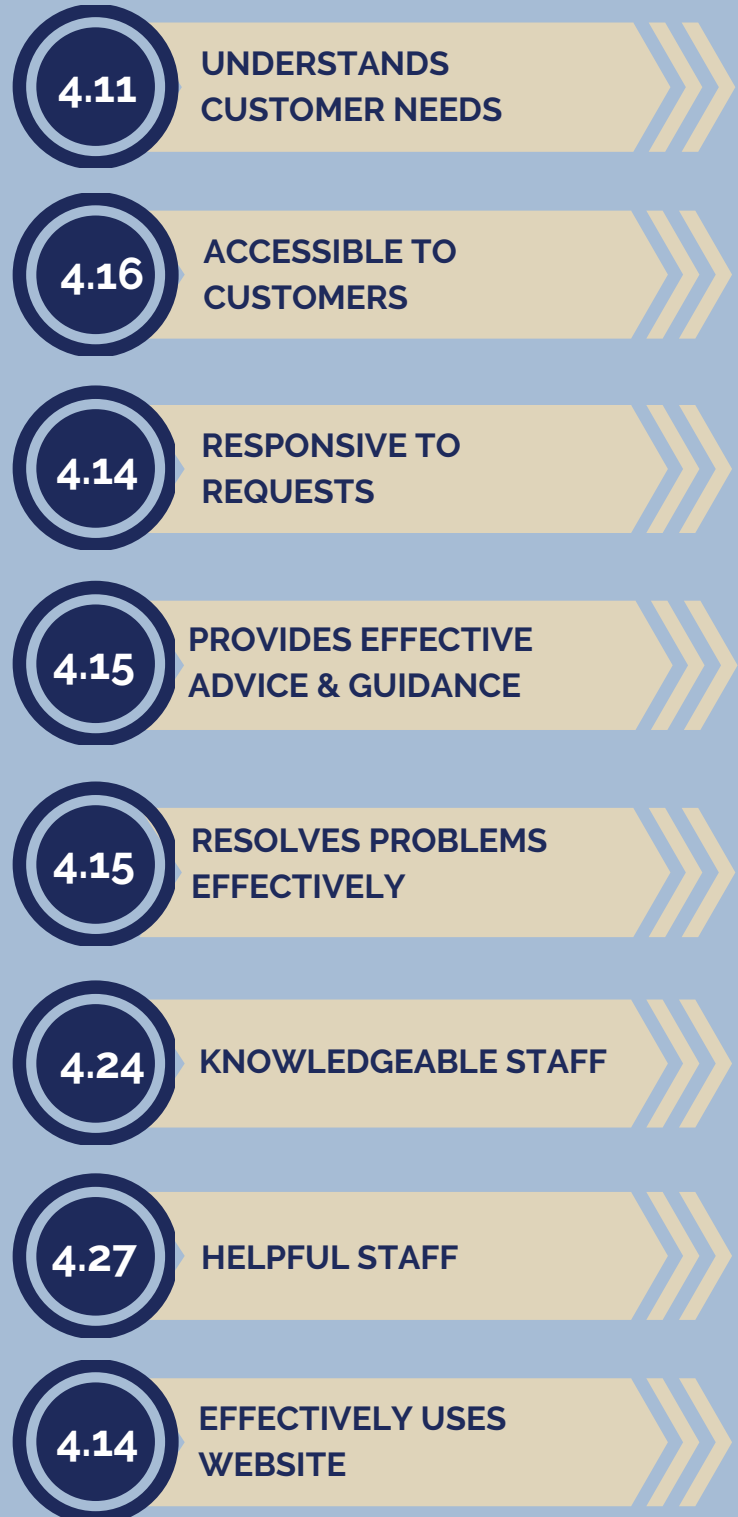
STRENGTHS

Helpful Staff
Knowledgeable Staff

OPPORTUNITIES FOR IMPROVEMENT

Understands My Needs and Requirements
Moving in a Positive Direction
Provides Effective Advice, Guidance

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 Instructional & Information Technology Services (IITS)

Responsible for the management and support of technology throughout campus. Services include Help Desk, classroom technology, email, desktop computer support, networking & wireless, application and enterprise information systems.

2019

393
respondents

2018

450 respondents

Strengths

- Helpful Staff
- Knowledgeable Staff

Opportunities

- Understands My Needs and Requirements
- Moving in a Positive Direction
- Provides Effective Advice, Guidance

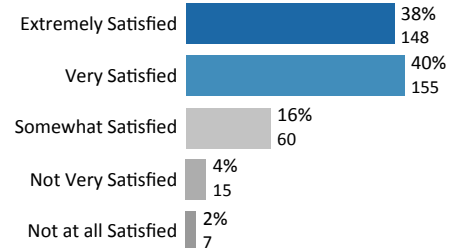
Overall Satisfaction

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?

4.10

mean

Standard Deviation
0.92



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 Instructional & Information Technology Services (IITS), how would you rate your satisfaction with it during the past 12 months?	4.26	4.20	4.10	↓
2	Understands my needs and requirements	4.28	4.21	4.11	↓
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.33	4.33	4.16	★ ↓
4	Responsive to requests or problems within an acceptable time	4.27	4.23	4.14	↓
5	Provides effective advice, support, and guidance	4.35	4.26	4.15	↓
6	Facilitates problem resolution	4.33	4.24	4.15	↓
7	Knowledgeable staff	4.40	4.33	4.24	↓
8	Helpful staff	4.41	4.40	4.27	↓
9	Effectively uses websites and systems to provide access to Instructional & Information Technology Services (IITS) information and services	4.31	4.24	4.14	↓
10	Moving in a positive direction to better meet my needs	4.34	4.21	4.11	↓

Background

★ Change from prior year is statistically significant

Change of 0.09 or greater

Survey Period: February 20 to March 8, 2019

32 departments across campus participated

16,786 - 902 staff, 900 faculty, and 14,984 students were invited to take the survey

1,815 (11%) total responded. Staff - 357, Faculty - 119, Student - 1,339

10 standard satisfaction questions + 1 NPS (optional) + up to 5 supplemental questions were asked in each survey department

Verbatim comments: 2 standard (Like best, Improve) plus up to 2 burning questions for each department

Contact us at vpfas@csusm.edu if you have any questions about this report or would like additional in-depth analysis of your survey data

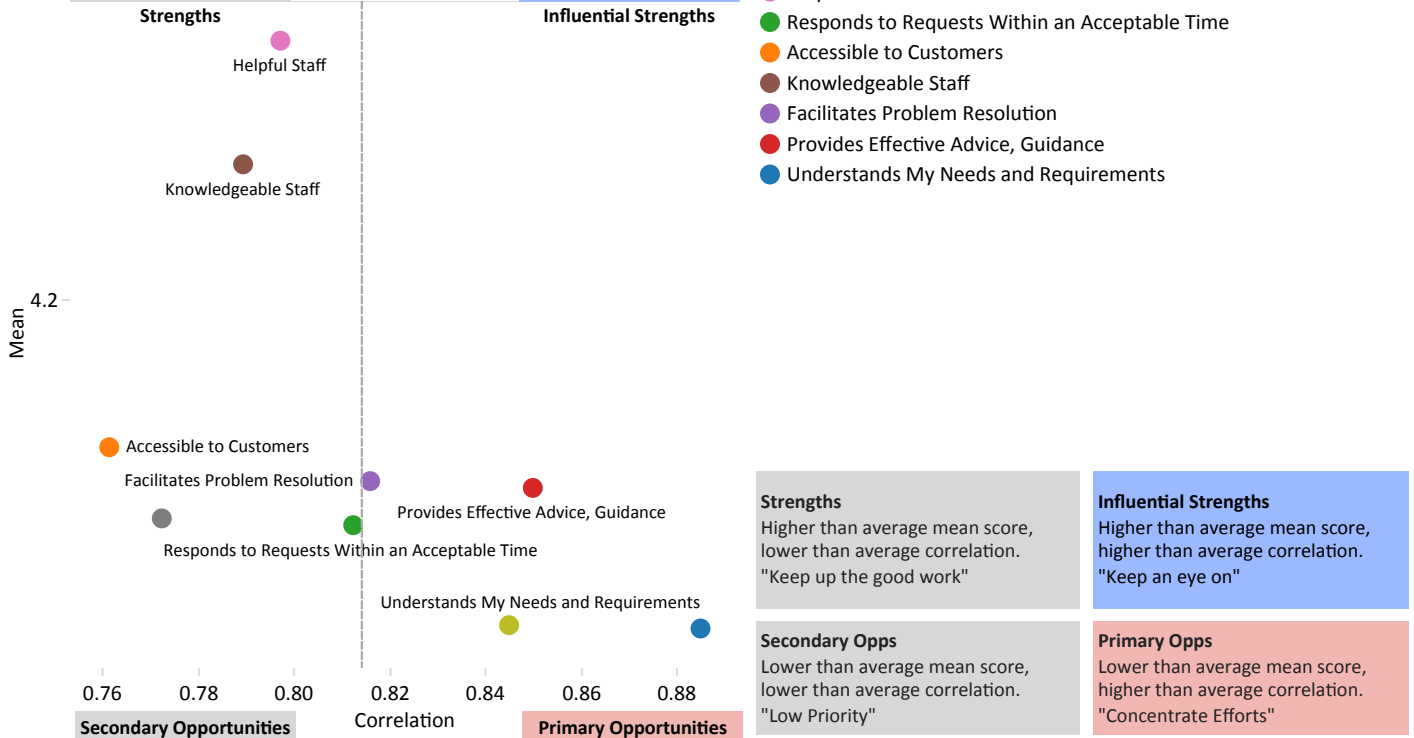


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Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation

Correlation Coefficient Average = 0.81, Mean Average = 4.16



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	4.11	0.88	PO
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.16	0.76	SO
4	Responsive to requests or problems within an acceptable time	4.14	0.81	SO
5	Provides effective advice, support, and guidance	4.15	0.85	PO
6	Facilitates problem resolution	4.15	0.82	PO
7	Knowledgeable staff	4.24	0.79	ST
8	Helpful staff	4.27	0.80	ST
9	Effectively uses websites and systems to provide access to Instructional & Information Technology Services (IITS) information and services	4.14	0.77	SO
10	Moving in a positive direction to better meet my needs	4.11	0.84	PO



2019 CSU San Marcos CSS
Instructional & Information Technology Services (IITS)

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							6			
Staff										
Student										

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
Instructional & Information Technology Services (IITS)

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	Faculty			0				0			
	Staff										
CEHHS	Faculty										
	Student										
CHABSS	Faculty										
	Student										
COBA	Faculty										
	Student				2						
Community Engagement	Staff			0				0			
CSM	Faculty			4				3			
	Student										
Finance and Administrative Services	Staff										
Office of the President	Faculty			0				0			
	Staff			1	1			1	1		
Open University	Student			0				0			
President's Office	Staff			0				0			
Student Affairs	Faculty			0				3			
	Staff										
Transitory	Student			0							
Undeclared EE	Student			0				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.



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University Advancement	Staff			0 1	1			1	1		

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.





Instructional and Information Technology Services (IITS) - Supplemental Questions

