

# CUSTOMER SATISFACTION SURVEY

## PROCUREMENT & CONTRACTS

### 2018/19

Supports the University mission by strategically providing value added and optimal solutions to the university community through campus partnerships, education, clarity, and service.



**3.95**  
OVERALL SATISFACTION WITH  
PROCUREMENT & CONTRACTS



**116**  
RESPONDENTS



**3.94**  
MOVING IN A POSITIVE DIRECTION  
TO MEET CUSTOMER NEEDS

### STRENGTHS & OPPORTUNITIES

#### STRENGTHS

Understands My Needs and Requirements  
Facilitates Problem Resolution  
Provides Effective Advice, Guidance

#### OPPORTUNITIES FOR IMPROVEMENT

Responds to Requests Within an Acceptable Time  
Moving in a Positive Direction  
Accessible to Customers

### SURVEY ITEMS



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



Supports the University mission by strategically providing value added and optimal solutions to the university community through campus partnerships, education, clarity, and service.

2019

116  
respondents

2018

102 respondents

**Strengths**

- Understands My Needs and Requirements
- Facilitates Problem Resolution
- Provides Effective Advice, Guidance

**Opportunities**

- Responds to Requests Within an Acceptable Time
- Moving in a Positive Direction
- Accessible to Customers

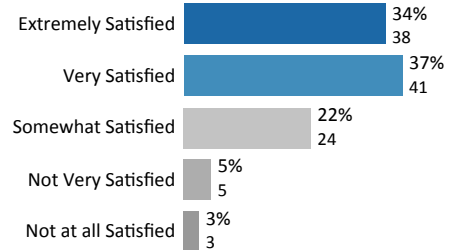
**Overall Satisfaction**

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?

3.95

mean

Standard Deviation  
0.99



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 Procurement & Contracts, 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 Procurement & Contracts information and services				↓
10	Moving in a positive direction to 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 Procurement & Contracts

Supports the University mission by strategically providing value added and optimal solutions to the university community through campus partnerships, education, clarity, and service.

**Strengths and Opportunities by Survey Question With Axes at the Average Question**  
**Mean and Average Question by Overall Satisfaction Correlation**  
 Correlation Coefficient Average = 0.86, Mean Average = 4.01



**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	4.02	0.89	IS
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	3.96	0.84	SO
4	Responsive to requests or problems within an acceptable time	3.96	0.88	PO
5	Provides effective advice, support, and guidance	4.02	0.88	IS
6	Facilitates problem resolution	4.04	0.88	IS
7	Knowledgeable staff	4.17	0.81	ST
8	Helpful staff	4.15	0.82	ST
9	Effectively uses websites and systems to provide access to Procurement & Contracts information and services	3.82	0.81	SO
10	Moving in a positive direction to meet my needs	3.94	0.87	PO



# 2019 CSU San Marcos CSS

## Procurement & Contracts

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										
Staff										

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





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			3							
Community Engagement	Staff			0							
CSM	Faculty			0			0				
Finance and Administrative Services	Staff			4			0 4	4			
Office of the President	Staff						0				
President's Office	Staff			0			0				
Student Affairs	Faculty			0			0				
	Staff										
University Advancement	Staff										

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.