CUSTOMER SATISFACTION SURVEY
RECORDS & REGISTRATIONS
2018/19

Provides assistance to students on graduation, class registration, and transcripts.

CSUSM

4.05
OVERALL SATISFACTION WITH RECORDS & REGISTRATION

319
RESPONDENTS

4.13
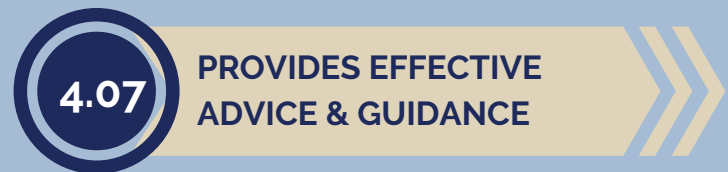RESOLVES PROBLEM EFFECTIVELY

STRENGTHS & OPPORTUNITIES

STRENGTHS
Understands My Needs and Requirements
Facilitates Problem Resolution
Helpful Staff

OPPORTUNITIES FOR IMPROVEMENT

Provides Effective Advice, Guidance
Responds to Requests Within an Acceptable Time
Accessible to Customers

SURVEY ITEMS

4.11 UNDERSTANDS CUSTOMER NEEDS

4.05 ACCESSIBLE TO CUSTOMERS

4.04 RESPONSIVE TO REQUESTS

4.07 PROVIDES EFFECTIVE ADVICE & GUIDANCE

4.13 KNOWLEDGEABLE STAFF

4.15 HELPFUL STAFF

4.06 EFFECTIVELY USES WEBSITE

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

2019 CSU San Marcos CSS
Records & Registration

Provides assistance to students on graduation, class registration, and transcripts.

2019

319

respondents

2018
468 respondents

Strengths

Understands My Needs and Requirements
Facilitates Problem Resolution
Helpful Staff

Opportunities

Provides Effective Advice, Guidance
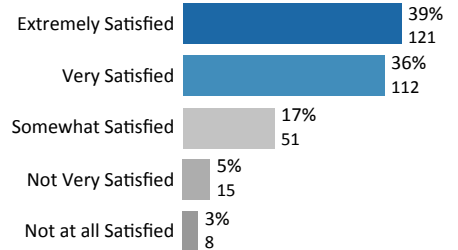Responds to Requests Within an Acceptable Time
Accessible to Customers

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?

4.05
mean

Standard Deviation
0.99

Extremely Satisfied		39% 121
Very Satisfied		36% 112
Somewhat Satisfied		17% 51
Not Very Satisfied		5% 15
Not at all Satisfied		3% 8

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 2017	2018	2019	2019 change from prior year
1	Thinking of your OVERALL experience with Records & Registration, how would you rate your satisfaction with it during the past 12 months?				← (red arrow)
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 Records & Registration information and services				★

★ Change from prior year is statistically significant

Change of 0.09 or greater
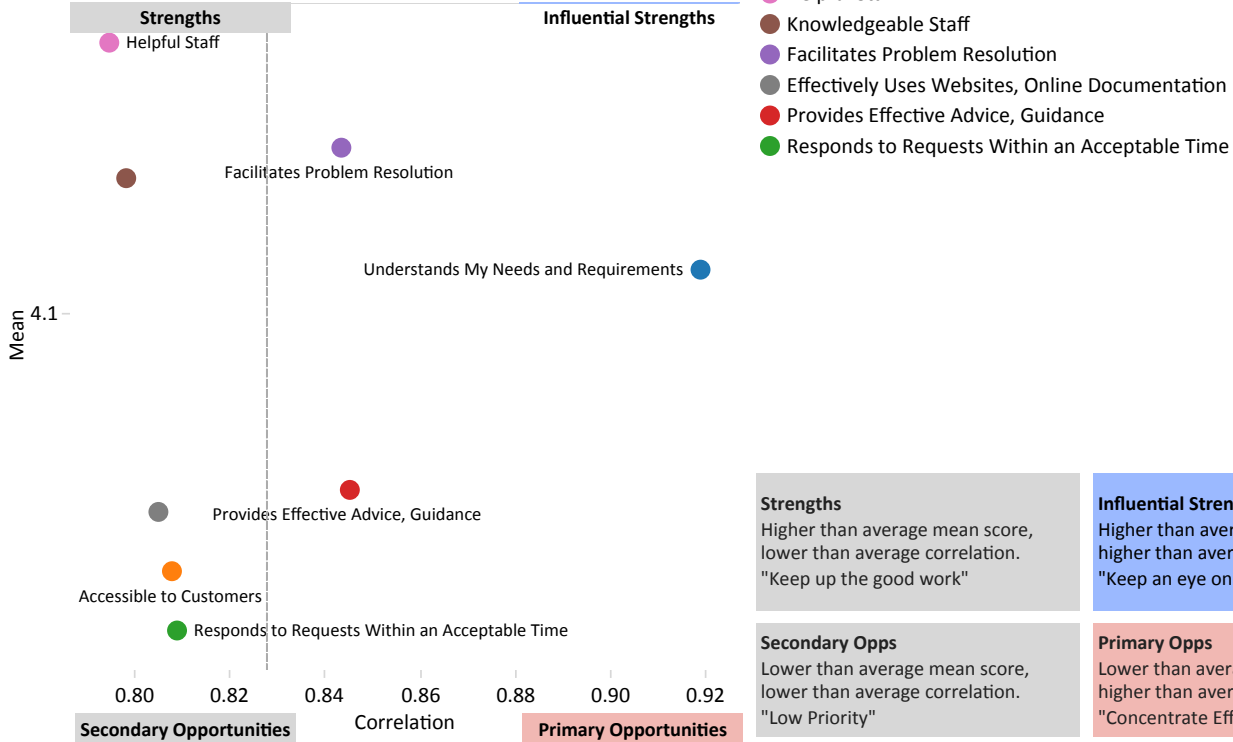
Background

-
-                               s
-
-
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-

2019 CSU San Marcos CSS
Records & Registration

Provides assistance to students on graduation, class registration, and transcripts.

Strengths and Opportunities by Survey Question With Axes at the Average Question Mean and Average Question by Overall Satisfaction Correlation
Correlation Coefficient Average = **0.83**, Mean Average = **4.09**

Legend:
- Accessible to Customers
- Understands My Needs and Requirements
- Helpful Staff
- Knowledgeable Staff
- Facilitates Problem Resolution
- Effectively Uses Websites, Online Documentation
- Provides Effective Advice, Guidance
- Responds to Requests Within an Acceptable Time

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	4.11	0.92	IS
3	Accessible to customers (via phone, voicemail, e-mail, etc.)	4.05	0.81	SO
4	Responsive to requests or problems within an acceptable time	4.04	0.81	SO
5	Provides effective advice, support, and guidance	4.07	0.85	PO
6	Facilitates problem resolution	4.13	0.84	IS
7	Knowledgeable staff	4.13	0.80	ST
8	Helpful staff	4.15	0.79	ST
9	Effectively uses websites and systems to provide access to Records & Registration information and services	4.06	0.80	SO

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
CEHHS	Student									
CHABSS	Student	1	1	1				1	1	11
CoBA	Student	0	1							
CSM	Student							2		
Open University	Student	0	0					0	0	
Transitory	Student	0								
Undeclared EE	Student	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.