

Accounting Customer Satisfaction

Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Chico		Fullerton		Sacramento		San Bernardino	
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean
Q- Accounting Department Website	3.27	3.27	3.32	3.27	3.44	3.27	3.31	3.27	3.00	3.27
Q- Accounting staff are knowledgeable	3.72	3.72	3.47	3.72	3.62	3.72	3.54	3.72	4.25	3.72
Q- Accounting staff Availability	3.72	3.72	--	3.72	3.44	3.72	3.46	3.72	4.25	3.72
Q- Expenditure transfers processed timely	3.56	3.56	3.40	3.56	3.62	3.56	3.21	3.56	4.00	3.56
Q- Payments processed timely	3.55	3.55	3.59	3.55	--	3.55	--	3.55	3.50	3.55