

Human Resources MPP Customer Satisfaction

Actual vs. CSU Mean 2005/06

| Measure (Location) | CSU | | San Bernardino | | San Jose | |
|-----------------------------------|--------|----------|----------------|----------|----------|----------|
| | Actual | CSU Mean | Actual | CSU Mean | Actual | CSU Mean |
| Q- Collecting applications | 3.44 | 3.44 | -- | 3.44 | 3.44 | 3.44 |
| Q- Interview questions assistance | 3.78 | 3.78 | 4.12 | 3.78 | 3.44 | 3.78 |
| Q- Interviewing applicants | 3.82 | 3.82 | 4.32 | 3.82 | 3.31 | 3.82 |
| Q- Making the offer | 3.91 | 3.91 | 4.68 | 3.91 | 3.14 | 3.91 |
| Q- Placing ads | 3.90 | 3.90 | 4.33 | 3.90 | 3.47 | 3.90 |
| Q- Quality with your hires | 4.30 | 4.30 | 4.60 | 4.30 | 4.13 | 4.30 |
| Q- Reference checking | 3.93 | 3.93 | 4.44 | 3.93 | 3.41 | 3.93 |
| Q- Responding questions | 3.97 | 3.97 | 4.56 | 3.97 | 3.37 | 3.97 |
| Q- Reviewing applicants | 3.55 | 3.55 | 4.26 | 3.55 | 2.84 | 3.55 |
| Q- Vacancy announcement | 3.39 | 3.39 | -- | 3.39 | 3.39 | 3.39 |