

Mail Services Customer Satisfaction

Actual vs. CSU Mean 2005/06

Measure (Location)	CSU		Chico		Fullerton		Los Angeles		Sacramento		San Bernardino		San Jose		San Luis Obispo		
	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	Actual	CSU Mean	
Q- # of Mail Deliveries	4.41	4.41	--	4.41	--	4.41	--	4.41	4.41	4.41	4.41	--	4.41	--	4.41	--	4.41
Q- Automated mail tracking devices	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--
Q- Mail Staff Courtesy	4.44	4.44	4.50	4.44	4.39	4.44	4.25	4.44	4.41	4.44	4.80	4.44	4.25	4.44	4.45	4.44	
Q- Overall Quality of Mail Services	4.12	4.12	3.85	4.12	4.25	4.12	3.71	4.12	4.34	4.12	4.80	4.12	4.16	4.12	3.76	4.12	
Q- Preparation of mail	3.41	3.41	3.45	3.41	3.54	3.41	3.30	3.41	3.59	3.41	--	3.41	3.40	3.41	3.19	3.41	
Q- Prompt Attention to requests	4.23	4.23	4.03	4.23	4.19	4.23	4.22	4.23	4.29	4.23	4.89	4.23	3.98	4.23	4.00	4.23	
Q- Staff Knowledge Mail	4.27	4.27	4.03	4.27	4.42	4.27	3.98	4.27	4.29	4.27	4.90	4.27	4.04	4.27	4.20	4.27	
Q- Timeliness of mail	3.94	3.94	3.75	3.94	4.21	3.94	3.74	3.94	4.23	3.94	--	3.94	4.09	3.94	3.63	3.94	
Q- Timely distribution	3.84	3.84	3.66	3.84	4.14	3.84	3.63	3.84	4.20	3.84	--	3.84	3.97	3.84	3.44	3.84	