

Customer Satisfaction with Mail Services on Participating California State University Campuses Spring 2001

Summary

A customer satisfaction survey of Mail Services was conducted in spring 2001 and completed by over 2700 faculty and staff on ten CSU campuses (plus the Chancellor's Office): Chico, Hayward, Long Beach, Monterey Bay, Northridge, Pomona, San Bernardino, San Diego, San Marcos, and Sonoma. Survey results indicate that faculty and staff express high levels of satisfaction with Mail Services. Nearly 70 percent or more of faculty and staff reported they were either "very satisfied" or "satisfied" with Mail Services on most customer measures. The highest rated areas of Mail Services were: staff courtesy, staff helpfulness, staff professionalism, staff knowledge, and staff accessibility. Satisfaction was lowest in two areas: information or training on proper addressing procedures, and information or training on the preparation of mail for delivery. Comparisons revealed the Chancellor's Office, San Marcos, Hayward, San Bernardino, Sonoma, and Chico as the most highly rated campuses.

Survey Methods

This section of the report briefly describes the Mail Services survey instrument, campus data collection methods, survey returns and response rates, and respondents to the survey.

Instrument

The Mail Services survey instrument was developed jointly in fall 2001 by the CSU systemwide Customer Satisfaction Survey Committee and the CSU Mail Services Function Group. The survey contains 35 questions, 15 of which were designed to measure the level of faculty and staff satisfaction with the frequency, timeliness, responsiveness, and overall quality of Mail Services.¹ Accompanying the main survey form is a separate four-page Faculty & Staff Booklet for gathering demographic information (e.g., gender, ethnicity, etc.) and written comments and suggestions for improving services. A copy of the survey instrument and the Faculty & Staff Booklet can be found in **Appendix A: Customer Satisfaction Survey of Mail Services**.

Data Collection

Survey data collection methods, number of completed surveys, and response rates are reported for each campus in Table 1 below:

¹ Rating scale values: 5=Very satisfied, 4=Satisfied, 3=Neutral, 2=Dissatisfied, 1=Very dissatisfied

Table 1. Data Collection Methods, Survey Returns and Response Rates by Campus

Campus	Method	Sample Size	Return Count	Response Rate
Chico	Campus mail	743	155	20.9%
Chancellor's Office	Campus mail	NAV	178	NAV
Hayward	Campus mail	1,120	283	25.3%
Long Beach	Campus mail	950	241	25.4%
Monterey Bay	Campus mail	NAV	224	NAV
Northridge	Campus mail	1,644	369	22.4%
Pomona	Campus mail	1,200	239	19.9%
San Bernardino	Campus mail	453	176	38.9%
San Diego	Campus mail	4,000	598	15.0%
San Marcos	Campus mail	332	95	28.6%
Sonoma	Campus mail	1,300	149	11.5%
Total		11,742	2,707	23.1%

NAV=Not available

All surveys were distributed to faculty and staff via intra-campus mail services. The total number of faculty and staff surveyed was 11,742. Of this number 2,707 surveys were completed for an overall response rate of 34.4 percent. Response rates ranged from a low of 11.5 percent to a high of 38.9 percent. With the exception of San Bernardino, response rates overall were low by survey research standards. It is important to emphasize that survey respondents from campuses with low response rates may not be representative of their target populations. These campuses, therefore, need to be very cautious about generalizing survey results beyond their sample data.

Respondents

Faculty and staff, including administrators/managers, who responded to the survey were predominantly full-time (85%), female (65%), white (70%), employed at the campus more than 10 years (43%) in Academic Affairs (40%). Additional survey detail describing the characteristics of survey respondents is provided in **Appendix B: Demographic Characteristics of Faculty and Staff Respondents to the Customer Satisfaction Survey of Mail Services.**

Results

Survey results presented below focus on addressing four key issues:

- **Overall Satisfaction: Overall, how satisfied are faculty and staff with campus Mail Services?**
- **Strengths and Weaknesses: In what areas of Mail Services are faculty and staff most and least satisfied?**

- **Highly Rated Campuses: How does faculty and staff satisfaction with Mail Services compare across campuses?**
- **Customer Differences: Are there important differences among faculty and staff in their level of satisfaction with Mail Services?**

Survey results pertinent to these issues are summarized in Table 2, which draws on more detailed survey results reported in **Appendix C: Customer Satisfaction with Mail Services by Campus** and **Appendix D: Customer Satisfaction with Mail Services by Customer Type**.

Under the column heading, “CSU Ratings” in Table 2, the following data are provided: number of respondents (**N**), the mean satisfaction rating (**Mean**), the percentage of respondents who reported they were either “very satisfied” or “satisfied” (**Sat**), the percentage of respondents who reported they were either “very dissatisfied” or “dissatisfied” (**Dis**), and the relative standing (**Rank**) of the item based on the mean satisfaction rating (1=highest ranked item).

Under the heading, “Campus Ratings (Means)”, the mean score of the highest (**High**) and the lowest (**Low**) rated campus is given, along with the names of the six top-rated campuses (**Top Half**) in descending order of their mean satisfaction ratings.

The last part of Table 2, “Customer Ratings (Means)”, displays the mean satisfaction ratings for each customer type: Administrator/Manager, Faculty, and Staff. The results shown in Table 2 are discussed below in terms of the four guiding questions outlined above.

Overall Satisfaction

Overall, faculty and staff expressed high levels of satisfaction with Mail Services in most areas assessed. Five of the 15 satisfaction measures have mean ratings of 4.0 or above and three other measures are rated 3.9. Only three ratings fall below 3.7 and none was below 3.3. Nearly 70 percent or more of faculty and staff reported they are either “Very satisfied” or “Satisfied” with Mail Services on 11 of the 15 measures. The percentage of faculty and staff who indicated they are either “Dissatisfied” or “Very dissatisfied” was below 10 percent on 12 measures and does not exceed 14 percent.

Strengths and Weaknesses

The highest rated areas on the survey (i.e., ratings 4.0 or above) are:

- Staff courtesy
- Staff helpfulness
- Staff professionalism
- Staff knowledge

- Staff accessibility

The lowest rated areas (i.e., ratings of 3.3) are:

- Information or training on proper addressing procedures
- Information or training on the preparation of mail for delivery

Less than 50 percent of respondents indicated they are satisfied with help to address and prepare mail properly.

Highly Rated Campuses

Table 2 lists the campuses that achieved the highest level of faculty and staff satisfaction with Mail Services. The campuses (including the Chancellor’s Office) that are most consistently highly rated across all 15 satisfaction measures (i.e., potential “best practice” campuses) are:

- The Chancellor’s Office
- San Marcos, Hayward (tied)
- San Bernardino, Sonoma (tied)
- Chico

More detailed campus comparisons are presented in **Appendix C: Customer Satisfaction with Mail Services by Campus**.

Customer Differences

The survey revealed no striking differences among administrator/managers, faculty, and staff in their level of satisfaction with Mail Services, although faculty tended to be less satisfied than administrators and staff on 8 of the 15 measures. The largest of these differences was in two areas: automated mail tracking devices and timeliness of mail delivery to your office. Further survey detail on customer differences is displayed in **Appendix D: Customer Satisfaction with Mail Services by Customer Type**.

Table 2. Summary of Mail Services Customer Satisfaction Survey - Spring 2001

Satisfaction with (information):	CSU Ratings					Campus Ratings (Means)			Customer Ratings (Means)		
	N	Mean	Sat (%)	Dis (%)	Rank	High	Low	Top Half (descending)	Adm/Mgr	Faculty	Staff
Number of mail deliveries received daily	2,134	3.98	79	4	6	4.19	3.79	CHI, CO, HAY, MB, NOR, SM	4.02	3.92	4.00
Timeliness of mail delivery to office	2,194	3.82	73	9	9.5	4.15	3.65	CO, SM, CHI, HAY, SON, NOR	3.90	3.68	3.87
Timely distribution of office correspondence	2,158	3.82	73	7	9.5	4.12	3.61	SM, HAY, CHI, CO, NOR, SON	3.82	3.83	3.82
Info./training on ...addressing procedures	1,604	3.37	45	14	14	3.62	3.14	HAY, SB, SM, CO, NOR, SON	3.35	3.36	3.38
Info./training on preparation of mail for delivery	1,495	3.34	42	13	15	3.56	3.11	SB, HAY, SM, NOR, CO, CHI	3.36	3.32	3.35
Automated mail tracking devices	1,073	3.54	51	7	13	3.74	3.37	HAY, SM, CHI, CO, SB, POM	3.48	3.39	3.61
Staff courtesy	2,071	4.16	84	3	1	4.43	3.93	SON, SM, SB, CO, HAY, NOR	4.13	4.16	4.18
Staff helpfulness	2,038	4.11	81	4	2	4.46	3.94	SM, SON, SB, CO, HAY, MB	4.08	4.08	4.14
Staff accessibility	1,964	4.00	76	4	5	4.42	3.89	SM, SON, CO, SB, MB, POM	3.96	3.98	4.02
Staff professionalism	1,999	4.02	77	4	3	4.33	3.83	SM, SON, SB, MB, CO, POM	3.98	4.08	4.01
Staff knowledge	1,916	4.01	77	4	4	4.36	3.86	SM, SB, CO, SON, HAY, CHI	3.95	3.97	4.04
Time it takes to receive service	1,965	3.78	69	8	11	4.18	3.62	SM, CO, SON, CHI, SB, NOR	3.78	3.70	3.83
Prompt attention to special request	1,695	3.95	73	6	7	4.41	3.78	SM, SON, SB, CO, CHI, HAY	3.95	3.85	3.99
Efforts to find solutions to reported problems	1,538	3.73	63	11	12	4.12	3.45	SM, SON, SB, CO, CHI, HAY	3.72	3.69	3.76
Overall quality of mail services	2,260	3.92	76	5	8	4.21	3.75	SM, CO, SON, SB, HAY, CHI	3.95	3.84	3.94

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Customer Satisfaction Survey

Spring 2001

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IMPORTANT!

**COPY YOUR BOOKLET ID NUMBER
HERE. THIS NUMBER IS PRINTED
IN RED ON THE TOP OF YOUR
BOOKLET.**

1. For your department or unit, how often do you handle or distribute the following types of mail?

	Always	Frequently	Sometimes	Rarely	Never
a. Incoming U.S. postal mail	~	~	~	~	~
b. Outgoing U.S. postal mail	~	~	~	~	~
c. Campus mail	~	~	~	~	~
d. Overnight mail	~	~	~	~	~
e. International mail	~	~	~	~	~
f. Standard or third class mail	~	~	~	~	~

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f2. Indicate your level of satisfaction with the following items during the last 12 months. If you cannot rate the item (or it's not applicable), darken the oval in the **Don't Know** column.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Don't Know
a. Number of mail deliveries received daily	~	~	~	~	~	~
b. Timeliness of mail delivery to your office	~	~	~	~	~	~
c. Timely distribution of your office correspondence (e.g., memos, flyers, etc.)	~	~	~	~	~	~
d. Information or training on proper addressing procedures	~	~	~	~	~	~
e. Information or training on the preparation of mail for delivery	~	~	~	~	~	~
f. Automated mail tracking devices (such as those employed by UPS)	~	~	~	~	~	~
g. Staff courtesy	~	~	~	~	~	~
h. Staff helpfulness	~	~	~	~	~	~
i. Staff accessibility	~	~	~	~	~	~
j. Staff professionalism	~	~	~	~	~	~
k. Staff knowledge	~	~	~	~	~	~
l. Time it takes to receive service	~	~	~	~	~	~
m. Prompt attention to special request	~	~	~	~	~	~
n. Efforts to find solutions to reported problems	~	~	~	~	~	~
o. Overall quality of mail services	~	~	~	~	~	~

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Appendix B: Demographic Characteristics of Faculty and Staff Respondents to the Customer Satisfaction Survey of Mail Services.

Spring 2001

	Adm/Mgr.		Faculty		Staff		All	
	N	%	N	%	N	%	N	%
Status								
Full-time	430	97.7	448	66.0	1208	90.9	2,086	85.2
Part-time	10	2.3	231	34.0	121	9.1	362	14.8
All	440	100.0	679	100.0	1,329	100	2,448	100.0
Years on Campus								
Less than 1 year	38	8.7	77	11.3	172	12.9	287	11.7
1 - 2 years	42	9.6	64	9.4	199	14.9	305	12.4
3 - 4 years	38	8.7	81	11.8	177	13.3	296	12.0
5 - 6 years	57	13.0	64	9.4	135	10.1	256	10.4
7 - 8 years	41	9.3	34	5.0	74	5.5	149	6.1
9 - 10 years	13	3.0	41	6.0	44	3.3	98	4.0
More than 10 years	210	47.8	323	47.2	533	40	1,066	43.4
All	439	100.0	684	100.0	1,334	100	2,457	100.0
Division								
Academic	130	30.0	440	77.1	353	27.6	923	40.4
Administration	149	34.4	1	0.2	329	25.7	479	21.0
Student Services	65	15.0	7	1.2	294	23	366	16.0
Other	89	20.6	123	21.5	303	23.7	515	22.6
All	433	100.0	571	100.0	1,279	100	2,283	100.0
Gender								
Female	247	56.4	343	50.7	987	74.7	1,577	64.7
Male	191	43.6	334	49.3	335	25.3	860	35.3
All	438	100.0	677	100.0	1322	100	2,437	100.0
Age								
Under 20	1	0.1	1	0.0
20 - 29	24	5.5	14	2.1	172	13.1	210	8.6
30 - 39	59	13.5	108	16.0	289	22	456	18.8
40 - 49	133	30.4	183	27.0	408	31	724	29.8
50 - 59	188	42.9	234	34.6	379	28.8	801	32.9
60 - 69	31	7.1	129	19.1	64	4.9	224	9.2
70 or over	3	0.7	9	1.3	3	0.2	15	0.6
All	438	100.0	677	100.0	1,316	100	2,431	100.0
Race/Ethnicity								
Amer.Ind./Alaskan Nat	2	0.5	1	0.2	12	0.9	15	0.6
Asian	24	5.7	38	5.8	58	4.5	120	5.1
Black/African Amer.	26	6.2	19	2.9	92	7.2	137	5.8
Filipino	2	0.5	5	0.8	40	3.1	47	2.0
Mex. Amer./Hisp.	45	10.7	36	5.5	205	16	286	12.2
Pacific Islander	2	0.5	.	.	10	0.8	12	0.5
White	311	74.2	515	79.0	810	63.2	1,636	69.5
Other	7	1.7	38	5.8	55	4.3	100	4.2
All	419	100.0	652	100.0	1,282	100	2,353	100.0

3. Indicate the extent to which you are interested in the following:

	Very Interested				Not At All Interested
a. Receiving intra-campus mail electronically	5	4	3	2	1
b. Receiving training in the area of mail services	5	4	3	2	1

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4. How many pieces of the following types of **misdirected** mail do you receive per week?

	None	One	Two	Three	Four or more	Don't Know
a. Staff/Faculty not at this address	~	~	~	~	~	~
b. Wrong department	~	~	~	~	~	~
c. Wrong building	~	~	~	~	~	~
d. Forwarded incorrectly	~	~	~	~	~	~
e. Sorting problem	~	~	~	~	~	~
f. Moved from this address	~	~	~	~	~	~

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5. How often do you receive mail addressed to another department that is:

	Frequently	Occasionally	Rarely	Never	Don't Know
a. Addressed improperly	~	~	~	~	~
b. The address is accurate but is incorrectly delivered	~	~	~	~	~
c. The address is for someone who moved to another department on campus	~	~	~	~	~
d. The address is for someone who has moved to a position off campus	~	~	~	~	~

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6. How often have you received intra-campus distributions (bulletins, flyers, etc.) electronically?

- ~ Frequently
- ~ Occasionally
- ~ Rarely
- ~ Never
- ~ Don't know/Not applicable

7. How often do you forward mail for individuals who are no longer in your department?

- ~ All the time
- ~ Most of the time
- ~ Rarely
- ~ Never
- ~ Not applicable

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Please make any written comments regarding your campus Mail Services on pages 3 or 4 of your survey booklet and circle letter H.

Additional Campus Items

If your campus has included an additional set of questions, please use this section to record your responses. Six ovals are provided for each question, although some questions may not require that many choices. Simply ignore the extra ovals. If no additional questions are provided, leave this section blank.

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Appendix C: Customer Satisfaction with Mail Services by Campus - Spring 2001

Table 1. Campus and Systemwide Mean Satisfaction Ratings

Satisfaction with ...	Data Type	Chico	Chancellor's Office	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San diego	San marcos	Sonoma	All
Number of mail deliveries received daily	Mean	4.19	4.15	4.14	3.96	4.10	4.05	3.79	3.94	3.84	4.00	4.00	3.98
	S.D.	0.69	0.55	0.67	0.83	0.79	0.69	0.86	0.83	0.78	0.79	0.82	0.77
	N	140	116	192	237	72	371	198	141	452	78	137	2,134
Timeliness of mail delivery to office	Mean	3.95	4.15	3.94	3.65	3.75	3.85	3.85	3.77	3.68	4.06	3.93	3.82
	S.D.	0.95	0.66	0.85	0.96	0.97	0.83	0.84	0.94	0.93	0.77	0.80	0.89
	N	141	118	194	243	75	374	202	154	478	79	136	2,194
Timely distribution of office correspondence	Mean	3.99	3.97	4.00	3.61	3.82	3.88	3.74	3.81	3.71	4.12	3.88	3.82
	S.D.	0.87	0.65	0.71	0.96	0.90	0.75	0.86	0.87	0.84	0.72	0.80	0.83
	N	134	122	190	235	73	377	210	148	469	74	126	2,158
Info./training on proper addressing procedures	Mean	3.30	3.46	3.62	3.14	3.22	3.42	3.17	3.56	3.34	3.56	3.38	3.37
	S.D.	0.94	0.79	0.76	0.96	1.13	0.82	0.93	0.88	0.82	0.84	0.89	0.88
	N	102	96	147	177	50	281	141	99	365	59	87	1,604
Info./training on preparation of mail for delivery	Mean	3.35	3.38	3.54	3.11	3.19	3.39	3.21	3.56	3.32	3.51	3.31	3.34
	S.D.	0.86	0.79	0.82	0.96	1.04	0.84	0.91	0.97	0.86	0.83	0.86	0.88
	N	98	94	140	152	47	258	137	87	337	57	88	1,495
Automated mail tracking devices	Mean	3.72	3.72	3.74	3.37	3.46	3.40	3.55	3.61	3.51	3.73	3.53	3.54
	S.D.	0.80	0.86	0.82	0.85	1.14	0.86	0.71	0.89	0.81	0.84	0.93	0.85
	N	69	75	100	115	37	173	109	70	235	33	57	1,073
Staff courtesy	Mean	4.08	4.26	4.26	3.93	4.15	4.16	4.09	4.31	4.11	4.35	4.43	4.16
	S.D.	0.83	0.77	0.73	0.91	0.82	0.69	0.85	0.68	0.76	0.86	0.74	0.79
	N	132	130	182	243	72	354	199	150	403	80	126	2,071
Staff helpfulness	Mean	4.06	4.24	4.13	3.94	4.13	4.05	4.04	4.26	4.07	4.46	4.35	4.11
	S.D.	0.89	0.80	0.86	0.94	0.87	0.79	0.91	0.75	0.78	0.71	0.81	0.84
	N	131	129	181	239	70	343	194	151	398	80	122	2,038
Staff accessibility	Mean	3.98	4.11	3.97	3.89	4.03	3.95	4.00	4.05	3.90	4.42	4.25	4.00
	S.D.	0.83	0.81	0.87	0.88	0.81	0.78	0.86	0.88	0.81	0.73	0.86	0.84
	N	124	123	176	235	65	329	192	143	384	77	116	1,964
Staff professionalism	Mean	3.98	4.10	3.98	3.83	4.15	3.95	4.02	4.18	4.00	4.33	4.24	4.02
	S.D.	0.93	0.82	0.86	0.93	0.85	0.79	0.86	0.84	0.77	0.82	0.82	0.84
	N	129	130	178	238	65	340	193	147	382	78	119	1,999
Staff knowledge	Mean	4.03	4.18	4.05	3.88	3.97	3.86	4.01	4.20	3.95	4.36	4.13	4.01
	S.D.	0.85	0.72	0.80	0.87	0.99	0.83	0.82	0.78	0.83	0.68	0.84	0.83
	N	125	122	170	231	64	324	179	140	369	78	114	1,916
Time it takes to receive service	Mean	3.89	3.99	3.76	3.62	3.71	3.77	3.76	3.87	3.66	4.18	3.97	3.78
	S.D.	0.86	0.71	0.92	0.94	1.03	0.81	0.90	1.00	0.93	0.73	0.87	0.90
	N	127	122	182	225	69	330	182	135	398	79	116	1,965

Appendix C: Customer Satisfaction with Mail Services by Campus - Spring 2001

Table 1. Campus and Systemwide Mean Satisfaction Ratings

Satisfaction with ...	Data Type	Chico	Chancellor's Office	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San diego	San marcos	Sonoma	All
Prompt attention to special request	Mean	4.05	4.14	3.93	3.78	3.93	3.84	3.87	4.15	3.85	4.41	4.20	3.95
	S.D.	0.89	0.84	0.95	0.91	0.97	0.89	0.85	0.90	0.91	0.65	0.94	0.91
	N	103	109	163	200	58	273	158	123	338	69	101	1,695
Efforts to find solutions to reported problems	Mean	3.77	3.97	3.72	3.45	3.57	3.65	3.64	3.99	3.67	4.12	4.01	3.73
	S.D.	1.01	0.82	1.04	1.09	1.15	0.92	0.95	0.98	0.97	0.84	0.96	0.99
	N	103	97	148	159	53	257	148	117	303	65	88	1,538
Overall quality of mail services	Mean	3.97	4.15	4.03	3.75	3.85	3.91	3.86	4.09	3.76	4.21	4.14	3.92
	S.D.	0.85	0.68	0.74	0.89	0.94	0.70	0.84	0.80	0.80	0.70	0.71	0.80
	N	142	127	198	264	73	385	215	157	478	82	139	2,260

Appendix C: Customer Satisfaction with Mail Services by Campus - Spring 2001

Table 2. Campus and Systemwide Percent Satisfaction Ratings

Satisfaction with ...	Data Type	Chico	Chancellor's Office	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San diego	San marcos	Sonoma	All
Number of mail deliveries received daily	Total N	140	116	192	237	72	371	198	141	452	78	137	2,134
	VS/S (%)	90.7	91.4	84.9	74.7	79.2	81.7	71.7	73.8	74.1	84.6	79.6	79.1
	Neutral (%)	7.1	8.6	14.6	21.5	18.1	17.3	19.7	20.6	20.1	11.5	16.1	17.2
	D/VD (%)	2.1	.	0.5	3.8	2.8	1.1	8.6	5.7	5.8	3.8	4.4	3.7
Timeliness of mail delivery to office	Total N	118	478	136	194	243	75	141	154	202	374	79	2,194
	VS/S (%)	89.8	67.2	77.2	79.4	65.0	68.0	81.6	66.2	73.3	73.3	84.8	73.0
	Neutral (%)	7.6	20.7	16.2	13.9	23.0	22.7	9.2	22.7	19.8	20.6	11.4	18.4
	D/VD (%)	2.5	12.1	6.6	6.7	11.9	9.3	9.2	11.0	6.9	6.1	3.8	8.6
Timely distribution of office correspondence	Total N	122	469	126	190	235	73	134	148	210	377	74	2,158
	VS/S (%)	78.7	69.7	72.2	81.6	65.1	72.6	79.9	70.3	65.7	75.3	85.1	72.8
	Neutral (%)	20.5	21.5	23.8	15.8	20.4	17.8	13.4	22.3	26.2	20.7	12.2	20.4
	D/VD (%)	0.8	8.7	4.0	2.6	14.5	9.6	6.7	7.4	8.1	4.0	2.7	6.8
Info./training on proper addressing procedures	Total N	96	365	87	147	177	50	102	99	141	281	59	1,604
	VS/S (%)	51.0	43.8	47.1	57.8	37.9	40.0	39.2	51.5	35.5	45.9	50.8	45.0
	Neutral (%)	38.5	43.0	37.9	36.7	41.2	30.0	47.1	37.4	40.4	44.5	40.7	41.1
	D/VD (%)	10.4	13.2	14.9	5.4	20.9	30.0	13.7	11.1	24.1	9.6	8.5	13.8
Info./training on preparation of mail for delivery	Total N	94	337	88	140	152	47	98	87	137	258	57	1,495
	VS/S (%)	45.7	42.7	43.2	50.7	35.5	29.8	36.7	47.1	35.8	42.2	47.4	41.9
	Neutral (%)	42.6	43.3	40.9	42.9	42.1	48.9	54.1	40.2	46.0	47.7	43.9	44.7
	D/VD (%)	11.7	13.9	15.9	6.4	22.4	21.3	9.2	12.6	18.2	10.1	8.8	13.4
Automated mail tracking devices	Total N	75	235	57	100	115	37	69	70	109	173	33	1,073
	VS/S (%)	65.3	48.5	52.6	62.0	43.5	48.6	56.5	48.6	47.7	45.1	60.6	50.9
	Neutral (%)	26.7	46.8	35.1	32.0	46.1	32.4	40.6	44.3	49.5	45.1	33.3	41.8
	D/VD (%)	8.0	4.7	12.3	6.0	10.4	18.9	2.9	7.1	2.8	9.8	6.1	7.3
Staff courtesy	Total N	130	403	126	182	243	72	132	150	199	354	80	2,071
	VS/S (%)	90.8	81.6	89.7	87.4	74.5	79.2	79.5	89.3	80.9	86.4	90.0	83.8
	Neutral (%)	6.2	16.1	7.9	10.4	20.2	18.1	16.7	10.0	14.1	12.4	6.3	13.4
	D/VD (%)	3.1	2.2	2.4	2.2	5.3	2.8	3.8	0.7	5.0	1.1	3.8	2.8
Staff helpfulness	Total N	129	398	122	181	239	70	131	151	194	343	80	2,038
	VS/S (%)	89.1	79.6	86.9	81.8	74.1	78.6	78.6	87.4	78.9	80.8	92.5	81.3
	Neutral (%)	6.2	17.6	9.0	12.7	19.7	18.6	16.0	10.6	14.4	15.2	5.0	14.4
	D/VD (%)	4.7	2.8	4.1	5.5	6.3	2.9	5.3	2.0	6.7	4.1	2.5	4.3
Staff accessibility	Total N	123	384	116	176	235	65	124	143	192	329	77	1,964
	VS/S (%)	82.9	71.6	82.8	76.1	71.1	78.5	73.4	77.6	75.0	76.6	90.9	76.0
	Neutral (%)	13.0	24.7	12.1	17.6	24.3	16.9	23.4	17.5	20.8	19.8	6.5	19.8
	D/VD (%)	4.1	3.6	5.2	6.3	4.7	4.6	3.2	4.9	4.2	3.6	2.6	4.2

Appendix C: Customer Satisfaction with Mail Services by Campus - Spring 2001

Table 2. Campus and Systemwide Percent Satisfaction Ratings

Satisfaction with ...	Data Type	Chico	Chancellor's Office	Hayward	Long Beach	Monterey Bay	Northridge	Pomona	San Bernardino	San diego	San marcos	Sonoma	All
Staff professionalism	Total N	130	382	119	178	238	65	129	147	193	340	78	1,999
	VS/S (%)	83.1	76.7	80.7	74.7	71.0	78.5	71.3	82.3	76.7	75.0	89.7	76.8
	Neutral (%)	12.3	21.2	16.8	20.8	22.7	20.0	22.5	15.0	18.7	21.2	6.4	19.3
	D/VD (%)	4.6	2.1	2.5	4.5	6.3	1.5	6.2	2.7	4.7	3.8	3.8	3.9
Staff knowledge	Total N	122	369	114	170	231	64	125	140	179	324	78	1,916
	VS/S (%)	83.6	75.3	78.1	79.4	71.9	70.3	76.8	83.6	78.8	70.1	91.0	76.6
	Neutral (%)	15.6	19.8	18.4	17.1	23.4	21.9	20.0	13.6	17.9	25.0	7.7	19.5
	D/VD (%)	0.8	4.9	3.5	3.5	4.8	7.8	3.2	2.9	3.4	4.9	1.3	4.0
Time it takes to receive service	Total N	122	398	116	182	225	69	127	135	182	330	79	1,965
	VS/S (%)	76.2	63.6	77.6	68.7	60.0	63.8	74.0	73.3	69.2	69.7	86.1	69.1
	Neutral (%)	23.0	26.6	15.5	23.6	30.7	23.2	21.3	16.3	23.6	24.2	11.4	23.5
	D/VD (%)	0.8	9.8	6.9	7.7	9.3	13.0	4.7	10.4	7.1	6.1	2.5	7.5
Prompt attention to special request	Total N	109	338	101	163	200	58	103	123	158	273	69	1,695
	VS/S (%)	80.7	68.0	81.2	71.2	66.5	69.0	78.6	76.4	71.5	69.6	94.2	72.7
	Neutral (%)	15.6	26.3	11.9	22.7	26.5	24.1	16.5	19.5	22.8	23.1	4.3	21.5
	D/VD (%)	3.7	5.6	6.9	6.1	7.0	6.9	4.9	4.1	5.7	7.3	1.4	5.8
Efforts to find solutions to reported problems	Total N	97	303	88	148	159	53	103	117	148	257	65	1,538
	VS/S (%)	73.2	60.1	76.1	64.2	53.5	56.6	66.0	70.9	56.1	59.9	80.0	63.1
	Neutral (%)	22.7	29.4	14.8	25.0	28.3	22.6	21.4	22.2	35.1	30.0	15.4	26.3
	D/VD (%)	4.1	10.6	9.1	10.8	18.2	20.8	12.6	6.8	8.8	10.1	4.6	10.6
Overall quality of mail services	Total N	127	478	139	198	264	73	142	157	215	385	82	2,260
	VS/S (%)	86.6	69.9	86.3	78.3	68.9	68.5	80.3	80.3	71.2	78.2	92.7	76.2
	Neutral (%)	11.8	23.6	10.8	19.7	23.1	23.3	14.1	15.9	23.7	17.9	4.9	19.0
	D/VD (%)	1.6	6.5	2.9	2.0	8.0	8.2	5.6	3.8	5.1	3.9	2.4	4.9

Appendix D: Customer satisfaction with Mail Services by Customer Type

Spring 2001

Table 1. Mean Satisfaction Ratings by Customer Type

Satisfaction with ...	Data Type	Admin./Mgr.	Faculty	Staff	All
Number of mail deliveries received daily	Mean	4.02	3.92	4.00	3.98
	S.D.	0.75	0.80	0.76	0.77
	N	393	509	1,071	1,973
Timeliness of mail delivery to office	Mean	3.90	3.68	3.87	3.83
	S.D.	0.83	0.96	0.86	0.89
	N	398	536	1,096	2,030
Timely distribution of office correspondence	Mean	3.82	3.83	3.82	3.82
	S.D.	0.77	0.86	0.83	0.83
	N	393	517	1,085	1,995
Info./training on proper addressing procedures	Mean	3.35	3.36	3.38	3.37
	S.D.	0.85	0.90	0.87	0.87
	N	294	309	881	1,484
Info./training on preparation of mail for delivery	Mean	3.36	3.32	3.35	3.35
	S.D.	0.84	0.95	0.88	0.88
	N	277	275	829	1,381
Automated mail tracking devices	Mean	3.48	3.39	3.61	3.54
	S.D.	0.90	0.92	0.81	0.85
	N	211	173	594	978
Staff courtesy	Mean	4.13	4.16	4.18	4.16
	S.D.	0.76	0.76	0.79	0.78
	N	389	421	1,101	1,911
Staff helpfulness	Mean	4.08	4.08	4.14	4.11
	S.D.	0.81	0.87	0.83	0.83
	N	382	410	1,092	1,884
Staff accessibility	Mean	3.96	3.98	4.02	4.00
	S.D.	0.81	0.91	0.80	0.83
	N	367	382	1,062	1,811
Staff professionalism	Mean	3.98	4.08	4.01	4.02
	S.D.	0.80	0.83	0.86	0.84
	N	376	392	1,077	1,845
Staff knowledge	Mean	3.95	3.97	4.04	4.00
	S.D.	0.83	0.92	0.79	0.83
	N	364	372	1,035	1,771

**Appendix D: Customer satisfaction with Mail Services by Customer Type
Spring 2001**

Table 1. Mean Satisfaction Ratings by Customer Type

Satisfaction with ...	Data Type	Admin./Mgr.	Faculty	Staff	All
Time it takes to receive service	Mean	3.78	3.70	3.83	3.79
	S.D.	0.87	0.99	0.86	0.89
	N	369	403	1,045	1,817
Prompt attention to special request	Mean	3.95	3.85	3.99	3.95
	S.D.	0.93	0.98	0.86	0.90
	N	316	317	929	1,562
Efforts to find solutions to reported problems	Mean	3.72	3.69	3.76	3.74
	S.D.	1.00	1.06	0.95	0.98
	N	297	280	842	1,419
Overall quality of mail services	Mean	3.95	3.84	3.94	3.92
	S.D.	0.77	0.84	0.79	0.80
	N	400	542	1,149	2,091