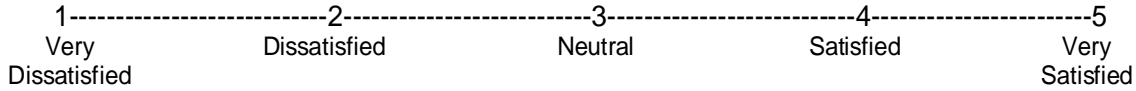


CSU Systemwide Human Resources 2008 Customer Satisfaction Survey

Methodology

The choices (and point values assigned for analytic purposes) for the satisfaction questions were as follows: Very satisfied (5), Satisfied (4), Neutral (3), Dissatisfied (2), and Very Dissatisfied (1). A “Don’t Know” option was also presented; however this option was excluded when calculating average satisfaction scores.



Average satisfaction scores were computed for each of the survey items. Average scores ranged from 1 (*Very Dissatisfied*) to 5 (*Very Satisfied*), with an average score of 3 suggesting a neutral opinion.

Results

Academic Human Resources					
	2008		2007		
<i>(Sorted from highest to lowest on the 2008 average score)</i>	N	Average Score	N	Average Score	Change (2008 - 2007)
	My questions are responded to in an appropriate manner	36	3.97	29	3.72
My questions are responded to in a timely manner	36	3.94	29	3.62	0.32
What is your overall satisfaction with Academic Human Resources?*	41	3.78	34	3.53	0.25
Adequate training for AVPs for Faculty Affairs	25	3.76	24	3.42	0.34
Correct info on Faculty pay policies	41	3.73	33	3.48	0.25
Correct info on Contractual issues that affect campus faculty personnel policies	43	3.65	35	3.29	0.36
Correct Info on Faculty recruitment issues	38	3.61	31	3.58	0.03
Correct info on Faculty evaluation issues	37	3.51	28	3.14	0.37
Adequate training for Department chairs	34	3.41	30	3.27	0.14
Correct info on Systemwide data on faculty	38	3.39	33	3.18	0.21
Adequate training for Deans and other administrators	37	3.27	27	3.04	0.23
Adequate training for Other constituents	21	3.24	16	3.31	-0.07

*N = number of survey respondents to each question; “Do Not Know” responses have been excluded.

**Please refer to the pie chart below for a more detailed analysis of overall satisfaction.

What is your overall satisfaction with Academic Human Resources?

