

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.

1-----2-----3-----4-----5
 Very Dissatisfied Dissatisfied Neutral Satisfied Very Satisfied

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

Collective Bargaining					
	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	75	3.64	51	3.57	0.07
Correct information is provided to your campus	76	3.58	50	3.42	0.16
My questions are responded to in a timely manner	75	3.51	51	3.49	0.02
What is your overall satisfaction with support for Collective Bargaining?*	79	3.43	53	3.25	0.18
Adequate orientation and training is provided	75	3.25	53	3.17	0.08

*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.

Discrimination/Harassment					
	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	65	3.78	49	3.92	-0.14
Correct information is provided to your campus	69	3.78	53	3.79	-0.01
My questions are responded to in a timely manner	63	3.76	52	3.90	-0.14
What is your overall satisfaction with support for Discrimination and Harassment issues?*	74	3.61	54	3.78	-0.17
Adequate orientation and training is provided	72	3.39	56	3.38	0.02

*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.

Grievances & Arbitration					
	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	76	3.66	52	3.90	-0.24
Correct information is provided to your campus	80	3.61	52	3.58	0.03
What is your overall satisfaction with support for Grievances and Arbitration issues?*	81	3.47	54	3.50	-0.03
My questions are responded to in a timely manner	76	3.45	52	3.85	-0.40
Adequate orientation and training is provided	78	3.24	51	3.18	0.06

*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.

Whistleblower / Whistleblower Retaliation					
	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	55	3.73	36	3.83	-0.10
My questions are responded to in a timely manner	55	3.67	36	3.78	-0.11
Correct information is provided to your campus	52	3.67	37	3.65	0.02
What is your overall satisfaction with support for Whistleblowing and Retaliation issues?*	60	3.48	37	3.70	-0.22
Adequate orientation and training is provided	59	3.19	40	3.23	-0.04

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

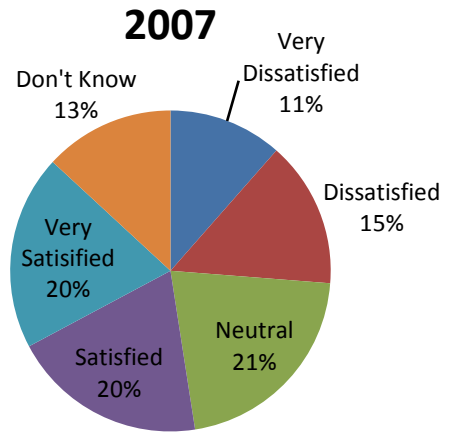
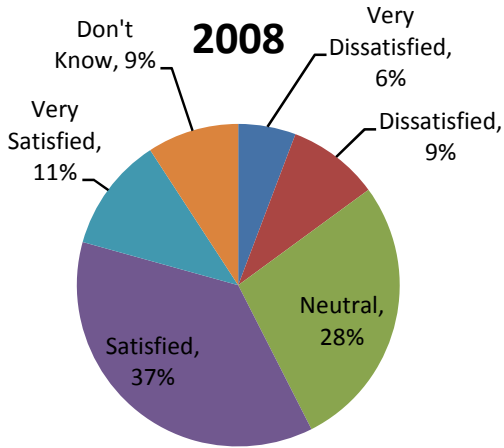
**Please refer to the pie chart below for a more detailed analysis of overall satisfaction.

Campus Relations & Dispute Resolution & Collective Bargaining - Miscellaneous					
	2008		2007		
<i>(Sorted from highest to lowest on the 2008 average score)</i>	N	Average Score	N	Average Score	Change (2008 - 2007)
Campus Relations & Dispute Resolution & Collective Bargaining is organized in such a way that it is apparent who to call for help on a particular issue	71	3.39	50	3.26	0.13
What is your overall satisfaction with Campus Relations & Dispute Resolution & Collective Bargaining?*	73	3.37	53	3.23	0.14

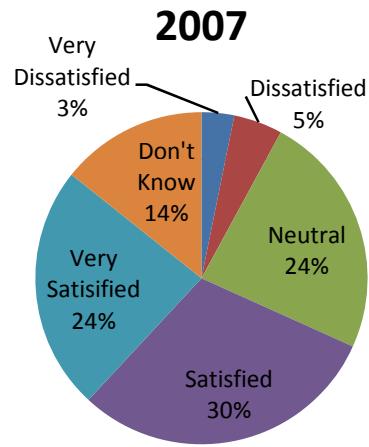
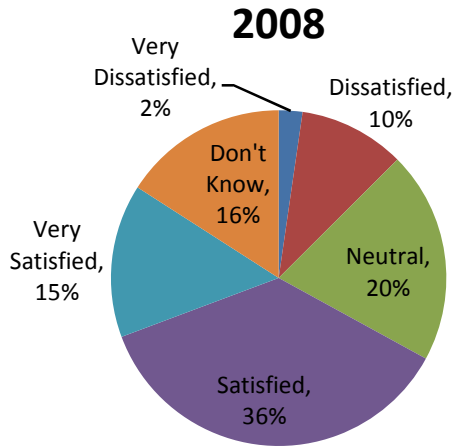
*N = number of survey respondents to each question; "Do Not Know" responses have been excluded.

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

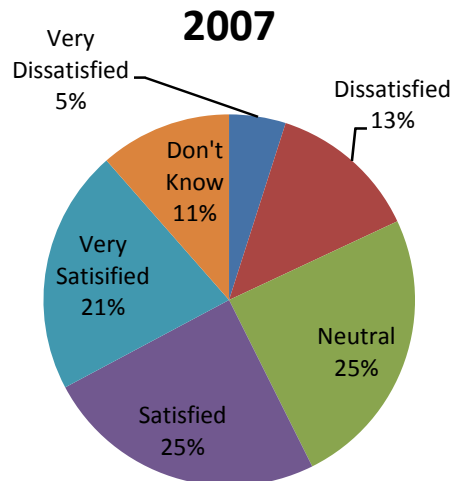
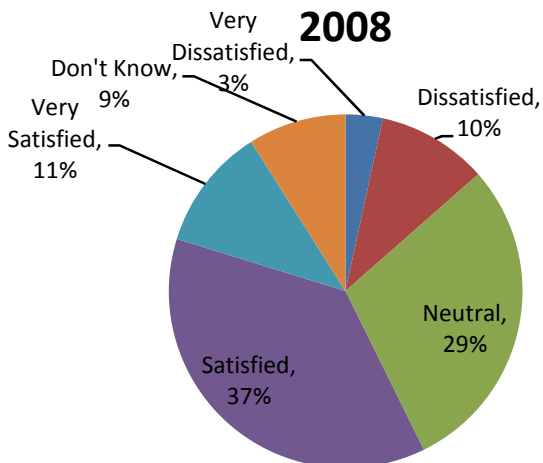
What is your overall satisfaction with support for Collective Bargaining?



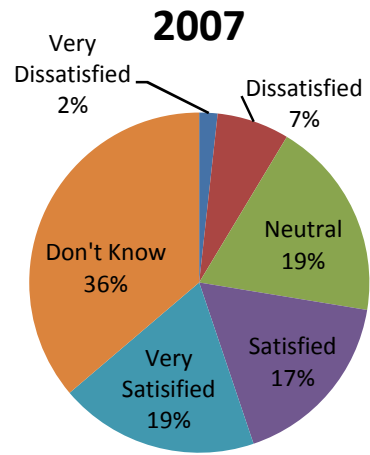
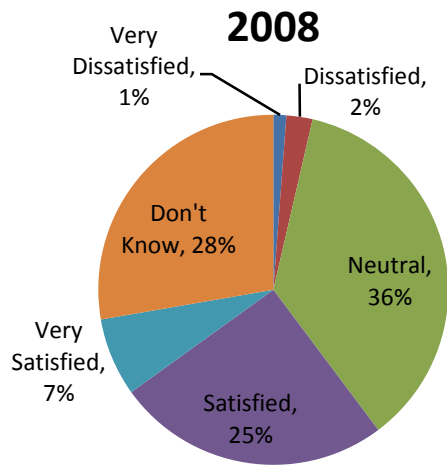
What is your overall satisfaction with support for Discrimination and Harassment issues?



What is your overall satisfaction with support for Grievances and Arbitration issues?



What is your overall satisfaction with support for Whistleblowing and Retaliation issues?



What is your overall satisfaction with Campus Relations & Dispute Resolution & Collective Bargaining?

