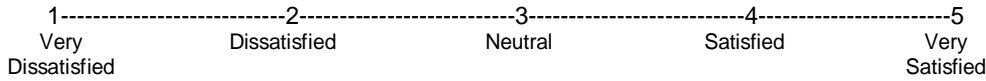


CSU Systemwide Human Resources 2008 Customer Satisfaction Survey

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

Data Research & Analysis					
	2008		2007		
<i>(Sorted from highest to lowest on the 2008 average score)</i>	N	Average Score	N	Average Score	Change (2008 - 2007)
	The usefulness of the Report on CSU Faculty Recruitment Survey	34	3.59	26	3.58
Systemwide HR data and reports are available on the Systemwide HR Website	30	3.57	28	3.54	0.03
Correct data is provided to your campus	31	3.45	28	3.11	0.34
My questions about systemwide HR data are responded to in an appropriate manner	25	3.44	25	3.64	-0.20
My questions about systemwide HR data are responded to in a timely manner	25	3.36	25	3.52	-0.16
The usefulness of the CSU Employee Profile	33	3.33	28	3.71	-0.38
What is your overall satisfaction with the data and analytic information provided from systemwide HR?*	32	3.31	29	3.14	0.17
Systemwide HR data, statistics, and analyses meet our campus information and planning needs (i.e. they contain the information you need)	30	3.13	29	3.07	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.

What is your overall satisfaction with the data and analytic information provided from systemwide HR?

