

## CSU Systemwide Human Resources 2007 Customer Satisfaction Survey

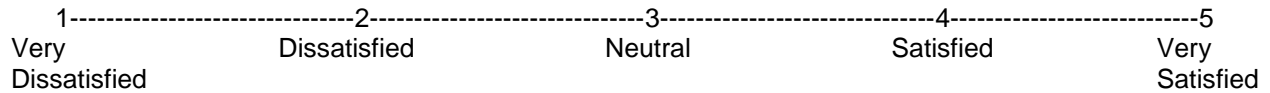
### Respondents

There were 122 respondents, the majority from campuses although 11% of respondents were from the Chancellor's Office (outside of Systemwide HR). More than half of the 122 respondents were from the following five groups listed in the table below.

	Frequency	Percent
Associate Vice Presidents & Vice Presidents – Business / Finance / Administrative	20	16.4
Deans	16	13.1
Chancellor's Office Staff & Executives	15	12.3
Associate Vice Presidents - Academic/Faculty Affairs	11	9.0
Human Resources Directors	8	6.6

### 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

SYSTEMWIDE HR		
<b>(Sorted from highest to lowest on average score)</b>	<b>N*</b>	<b>Average Score</b>
Responds to my questions in an appropriate manner	100	3.89
Responds to my questions in a timely manner	100	3.85
Has a website that is useful	93	3.63
Delivers timely communications about systemwide HR issues	102	3.54
Delivers clear communications about systemwide HR issues	103	3.52
Demonstrates an openness to new ideas	90	3.46
What is your overall satisfaction with Systemwide Human Resources?***	104	3.35
Provides an appropriate level of leadership on systemwide HR issues	98	3.27
Is organized in such a way that it is apparent who to call for help on a particular issue	98	3.23
Provides adequate data and information to evaluate issues, assess impacts, make decisions, and plan for the future	93	3.12
Solicits adequate input before systemwide decisions are made	89	2.87
*N = number of survey respondents to each question; "Do Not Know" responses have been <u>excluded</u> .		
***Please refer to the pie chart below for a more detailed analysis of overall satisfaction.		

**What is your overall satisfaction with Systemwide HR?**

