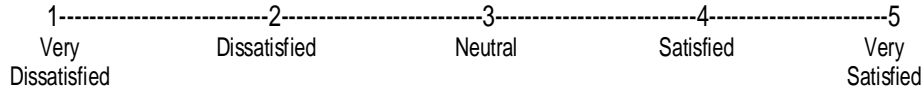


CSU Systemwide Human Resources 2008 Customer Satisfaction Survey

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

Systemwide Professional Development					
(Sorted from highest to lowest on the 2008 average score)	2008		2007		Change (2008 - 2007)
	N	Average Score	N	Average Score	
Satisfaction with Sexual Harassment (AB1825) training online.	219	3.79	182	3.96	-0.17
Satisfaction with Ethics and Conflict of Interest training online.	182	3.73	150	3.92	-0.19
How satisfied are you that Systemwide Professional Development responds to questions in a timely manner	152	3.70	131	3.62	0.08
Satisfaction with Conferences for managers and supervisors	117	3.68	99	3.91	-0.23
If you have visited The Source, please indicate your level of satisfaction with it	116	3.67	105	3.59	0.08
Satisfaction with Instructor-led professional development seminars, e.g., Situational Leadership, Project Management, People Skills, How to Deliver Exceptional campus service, or others	121	3.64	100	3.80	-0.16
If you have hosted a Systemwide Professional Development seminar, please indicate your level of satisfaction.	87	3.60	71	3.75	-0.15
What is your overall level of satisfaction with Systemwide Professional Development?*	191	3.59	143	3.67	-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.

What is your overall satisfaction with Systemwide Professional Development?

