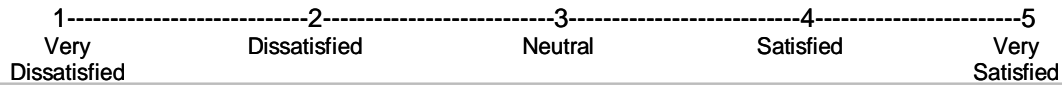


## CSU Systemwide Human Resources 2008 Customer Satisfaction Survey

### 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 HR					
	2008		2007		
<i>(Sorted from highest to lowest on the 2008 average score)</i>	N	Average Score	N	Average Score	Change (2008 - 2007)
	Responds to my questions in an appropriate manner	132	3.78	100	3.89
Has a website that is useful	122	3.75	93	3.63	0.12
Responds to my questions in a timely manner	135	3.66	100	3.85	-0.19
Delivers clear communications about systemwide HR issues	147	3.52	103	3.52	0.00
What is your overall satisfaction with Systemwide Human Resources?*	146	3.51	104	3.35	0.16
Delivers timely communications about systemwide HR issues	144	3.49	102	3.54	-0.05
Is organized in such a way that it is apparent who to call for help on a particular issue	128	3.49	98	3.23	0.26
Demonstrates an openness to new ideas	124	3.46	90	3.46	0.00
Appropriate level of leadership on systemwide HR issues is provided	137	3.34	98	3.27	0.07
Provides adequate data and information to evaluate issues, assess impacts, make decisions, and plan for the future	134	3.33	93	3.12	0.21
Solicits adequate input before systemwide decisions are made	124	3.03	89	2.87	0.16

\*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 Human Resources?

