



2008 Customer Satisfaction News

INTRODUCTION

A customer satisfaction survey is administered by the [California State University \(CSU\) Quality Improvement Program](#). Sixteen campuses including San José State University (SJSU) participated in the 2008 Customer Satisfaction Survey. The following table depicts the various surveys that were conducted at SJSU with the corresponding response rates. The services provided by the Administration & Finance Division are highlighted. The Division uses the survey results to develop improvement actions.

2008 San José State University Summary

Surveys Conducted	Student Surveys Sent	Student Responses Received	Student Response Rate	Faculty & Staff Surveys Sent	Faculty & Staff Responses Received	Faculty & Staff Response Rate	Total Surveys Sent	Total Responses Received	Total Response Rate
Accounting				315	78	24.8	315	78	24.8
Accounts Payable				315	87	27.6	315	87	27.6
Bursar's Office	6000	433	7.2				6000	433	7.2
Facilities	600	45	7.5-7.8*	437	152	34.8-35.2	1037	199*	19.2
Health Services	5000	380	7.6				5000	380	7.6
Human Resources				673	244	36.3	673	244	36.3
Mail Distribution				407	84	20.6	407	84	20.6
Parking Services	n/a			n/a			11075	1442*	13.0
Procurement				356	77	21.6	356	77	21.6
University Police	5000	374	7.4-7.7	766	200	26.1-27.8	5766	587*	10.2
Shipping & Receiving				503	87	17.3	503	87	17.3
Student Housing	2979	230	7.7				2979	230	7.7

* Note that some respondents did not identify whether they were student, faculty, or staff. Total columns reflect all respondents including unidentified, and may be greater than the sum of Student + Faculty / Staff columns.

RESULTS

A top-line summary of the strengths, key areas for improvement and improvement actions are shown in the following table. The information is organized by the Service Group within the Division that is responsible for providing the service. The [Appendix](#) contains more detailed results.

**Administration & Finance Division
Customer Satisfaction Planned Improvement Actions**

Service Area	Key Strength(s)	Key Area(s) for Improvement	Planned Improvement Actions As of November 2008
<i>SERVICE GROUP - FINANCE</i>			
<u>Accounting</u>	<ul style="list-style-type: none"> • Staff knowledgeable in their areas of responsibility • Expenditure transfers are processed on a timely basis • Staff available to answer questions on a timely basis 	<ul style="list-style-type: none"> • Reasons clearly stated when transactions are returned without being processed 	<ul style="list-style-type: none"> • The attribute ("Reasons clearly stated when transactions are returned without being processed.") identified by the survey as a key area for improvement is not reflective of the way the Accounting works at SJSU. Accounting rarely gets transactions to be processed since the most common transaction is an expenditure transfer which departments perform on the Finance Web Component. Further investigation of the survey ratings and SJSU's comparative performance, helped to identify the following improvement actions: a) Formally state our policy of responding to phone calls and emails within 24 hours at most, preferably within the same day; b) Review the "Contact" page on our Web site as part of the redesign effort; and c) Set a policy that a true description be entered on the Line Description field (and if applicable a valid identifier in the JRNL_LN_REF field) for all manual journals.
<u>Accounts Payable</u>	<ul style="list-style-type: none"> • Staff knowledgeable in their areas of responsibility • When invoices/travel expense claims are returned, the reason is clearly stated 	<ul style="list-style-type: none"> • Staff available to answer questions on a timely basis • Problems associated with invoices resolved on a timely basis • Invoices are processed on a timely basis 	<ul style="list-style-type: none"> • Encourage staff to answer phones when at all possible and to retrieve and respond to voicemails throughout the business day. In coordination with Procurement, we plan to establish a quarterly training schedule for faculty and staff which will focus on routine tasks, changes/updates to existing processes, and provide a forum for staff and faculty to ask questions and receive help when needed. We also plan to re-evaluate the current workload of Accounts Payable staff and adjust accordingly.
<u>Mail</u>	<ul style="list-style-type: none"> • Timeliness of mail deliveries to your office • Staff knowledge 	<ul style="list-style-type: none"> • Timely distribution of on-campus mail 	<ul style="list-style-type: none"> • We will increase our efforts to communicate proper inter-office addressing to faculty and staff. We plan to provide department extended zip information on our website in both numeric and alphabetic order. We will work with Human Resources and UCAT to improve directory updates.
<u>Procurement</u>	<ul style="list-style-type: none"> • Staff knowledge of goods and services • Ease of submitting a requisition 	<ul style="list-style-type: none"> • Clear, easy to follow policies and procedures • Availability of information on the status of my order 	<ul style="list-style-type: none"> • In coordination with Accounts Payable, we plan to establish a quarterly training schedule for faculty and staff which will focus on routine tasks, changes/updates to existing processes, and provide a forum for staff and faculty to ask questions and receive help when needed. We will also add links from the PASS website to the CMS Finance self help PDF documents, which will give users detailed instructions on how they can check on the status of an order.



Service Area	Key Strength(s)	Key Area(s) for Improvement	Planned Improvement Actions As of November 2008
<u>Shipping/Receiving</u>	<ul style="list-style-type: none"> • Timeliness of deliveries to office • Staff knowledge 	<ul style="list-style-type: none"> • Accuracy of deliveries to office 	<ul style="list-style-type: none"> • We will continue to work with Human Resources and UCAT to improve directory updates. Currently, we receive twice weekly reports from UCAT indicating any changes to the campus directory. We work with Foundation and UCAT to obtain accurate locations and contact information for Foundation employees.
<u>Student Accounts/Bursar's Office</u>	<ul style="list-style-type: none"> • Clarity of the registration fees owed • Knowledge of staff • Functionality of the electronic features (e-refunds, e-payments, scheduled payments) • Courtesy of staff 	<ul style="list-style-type: none"> • Usefulness of the bursar's office website 	<ul style="list-style-type: none"> • In the past year, Bursar's Office website underwent a re-design. We will arrange to set up a booth in the Student Union to talk to students and give explanations on what services our office provides and help with navigating through our website. We plan to solicit input for website improvements. We will recruit students and staff to review a list of Bursar's Office frequently asked questions and have them try to locate the answers on the Bursar's Office website



Service Area	Strength(s)	Key Area(s) for Improvement	Planned Improvement Actions As of November 2008
<i>SERVICE GROUP - FACILITIES</i>			
Facilities	<ul style="list-style-type: none"> Outdoor lighting 	<p>Cleanliness</p> <ul style="list-style-type: none"> Restrooms (cleanliness and supplies) Custodial services (floor care, cleanliness, trash emptied) Cleanliness of instructional areas (classrooms, labs, studios) Heat, ventilation, air conditioning (room temperature) Response to incidents requiring expedited response from facilities (roof or toilet leak, threats to property, security of facility) 	<ul style="list-style-type: none"> FD&O has reviewed data related to the increased student population in the afternoon and evening hours, and the impact on the heavily used restrooms for the 3rd straight year. Once again revisions are being made in an effort to provide supplies and keep the restrooms in a sanitary condition. Beginning October 1, 2008, an additional position will be added to the small day crew. All positions (4) will spend a dedicated amount of their day cleaning and re-stocking the most frequently used restrooms. They will begin cleaning the restrooms after lunch at 12:30 p.m., Monday through Friday. The selection of restrooms is also based on the number of staff assigned to the campus general fund buildings on Swing Shift. A best effort will be made to take care of the heavily used restrooms. The revised cleaning schedule may be adjusted (e.g., restrooms taken off/added to the cycle of additional cleaning) depending upon need and resources Heating, ventilation, air conditioning (HVAC) operations in campus buildings is managed by a centralized energy management and control system. However, there are several buildings on campus (SCI, IS, SPX East, SPX Central, YUH, DMH and Morris Dailey) that are not provided with cooling. Further, other buildings that are cooled have areas within that building that are not cooled and these spaces are identified on a case by case basis. FD&O is implementing a new rigorous planned maintenance program to check and tune the components that convey heating and cooling. Regular pre-planned maintenance and resulting follow-up repairs are being scheduled to respond to customer expectations. A service desk (4-1990) is staffed and trained to interact with customers and the HVAC crews to investigate and respond to customer complaints and emergencies.



Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions As of November 2008
<i>SERVICE GROUP - HUMAN RESOURCES</i>			
<u>Benefits Administration</u>	<ul style="list-style-type: none"> Professionalism of staff 	<ul style="list-style-type: none"> Effective problem resolution 	<p>EMPLOYEE SUPPORT SERVICES A People First initiative has been launched that includes several components, and some of them are noted below:</p>
<u>Employee Leave Administration</u>	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Timely 	<p>The Customer Care program will be continued. It involves conducting out-of-office service calls that provide meaningful consultation with customers; conducting transactional surveys to measure customer satisfaction; conducting HR 101 training to promote hiring department responsibilities and correct processes to ensure compliance with regulatory requirements (i.e., Employment Eligibility Verification and Family Medical Leave).</p>
<u>Payroll Services</u>	<ul style="list-style-type: none"> Professionalism of staff 	<ul style="list-style-type: none"> Provides adequate communication regarding matters affecting employees 	<p>A new faculty benefit orientation workshops will be implemented. The workshops will be the first point of contact and opportunity to ensure faculty are aware of their benefit plans and other pertinent HR information and resources.</p>
<u>Retirement Services</u>	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Availability of workshops 	
<u>Staff/MPP Training & Development</u>	<ul style="list-style-type: none"> Ease of registering for training classes via the web 	<ul style="list-style-type: none"> Relevant (to your job) course offerings 	<p>ORGANIZATIONAL DEVELOPMENT & TRAINING</p> <ul style="list-style-type: none"> No customer excellence initiatives/actions are planned at this time.
<u>New Staff/MPP Campus Orientation</u>	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Timely 	
<u>Staff/MPP Classification & Compensation Services</u>	<ul style="list-style-type: none"> Professionalism of staff 	<ul style="list-style-type: none"> Timely response to your requests 	<p>WORKFORCE PLANNING A multi-pronged Workforce Planning Service Quality Program is underway. The Program elements include:</p> <p>Developing a Workforce Planning Guidelines page within the HR website. The guidelines page will educate campus users and provide frameworks and protocols for training and development of Workforce Planning staff.</p> <p>Expanding the current recruitment transactional survey to accommodate the new and changing processes for eRecruit online application process.</p>
<u>Staff/MPP Recruitment Assistance</u>	<ul style="list-style-type: none"> Quality of your hires 	<ul style="list-style-type: none"> Timeliness of hiring process for staff/management positions 	<p>Creating a quarterly Workforce Planning Service Activity and Results report to demonstrate the work and service quality levels.</p> <p>Increasing the number and frequency of campus-wide presentation from members of the Workforce Planning team to update the campus users on the various aspects and processes in recruitment, compensation and classification.</p>



Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions As of November 2008
Diversity and Compliance/EEO Services	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Timely 	<p>COMPLIANCE</p> <ul style="list-style-type: none"> No improvement actions are planned at this time.
Staff Grievance & Complaint Process Only (Non EEO)	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Advice/Counseling 	
Workers' Compensation Process	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Advice/Counseling 	
Human Resources Website	<ul style="list-style-type: none"> Accessible 	<ul style="list-style-type: none"> User-friendly 	<p>ADMINISTRATIVE SERVICES</p> <p>Note: All the categories evaluated on the HR website declined from the 2007 CSU customer satisfaction survey with user-friendliness having the lowest score. The decline could be explained due to the new structure implemented this past February where users are still getting used to navigating the newly redesigned website; however a quality improvement plan is in progress to address customer concerns and feedback.</p> <p>A website quality management plan has been developed. The plan consists of:</p> <p>Conducting HR 101 classes on successfully navigating the website.</p> <p>Forming a focus group to gather feedback to identify areas for improvement.</p>
Overall HR Products & Services	<ul style="list-style-type: none"> Courteous 	<ul style="list-style-type: none"> Timely 	<ul style="list-style-type: none"> See improvement actions noted above.



Service Area	Strengths	Key Areas for Improvement	Planned Improvement Actions As of November 2008
SERVICE GROUP - UNIVERSITY POLICE			
<u>Parking</u>	<ul style="list-style-type: none"> • Lighting in and around parking areas • Online permit sales • Ease of obtaining a term or annual parking permit • Parking lot conditions (cracks, potholes) • Directional signs that are easy to read and understand 	<ul style="list-style-type: none"> • Availability of parking spaces • Personal safety in and around parking facilities • Availability of emergency phones in and around parking areas 	<ul style="list-style-type: none"> • Increasing available parking is a very difficult task without building new parking facilities. Our approach has been to use our existing parking spaces as efficiently as possible. We limited the sale of parking permits to on-campus residents since they turn over parking spaces at a much lower rate than commuter students. Additionally, we increased the on-campus resident parking permits fee by almost 17% to help reduce the demand. We also eliminated the sale of overnight parking permits to fraternity/sorority members living next to campus since they have the same turn over rate as on-campus residents. This change equates to approximately 100 additional parking spaces for commuter students. Additionally, we have significantly reduced the times we blocking off parking spaces for University events keeping those spaces available for faculty, staff and students. We now block off an area in the passenger drop off zone on 7th Street next to Sweeney Hall. We are able to park 20 vehicles in that location. We are currently re-evaluating all of our parking facilities to see if we can develop additional parking spaces in our current facilities. This includes using underutilized areas and possibly creating valet parking for on-campus residents' vehicles that are basically being stored for the semester. We also have established a relationship with the City of San Jose where we can lease parking spaces at a reduced rate in nearby city garage for special events. • We have recently hired a 5th full time parking enforcement officer and are now a full staffing. Additionally, we have increased our student enforcement staff. During the morning hours we have 5 enforcement personnel working and overlapping with swing shift personnel from 11am to 4pm. Swing shift is staffed with 3 to 4 enforcement officers and they work till 10pm. While checking for parking violations, parking personnel look for suspicious activity and create a visual deterrence. We also recently relamped the parking structures creating a better lighted atmosphere. A few dark areas still exist and we are working with Facilities, Development and Operations to add additional lighting fixtures in those areas. New blue light phone signs being developed include information about using the phone to request escorts. • In the late spring of 2007, new blue light emergency phones were installed in the North Garage. The number of phones was doubled per floor and they are in a much more visible location. New Blue light Phone signs are being developed to help increase the visibility of the blue light phones and instruct the public that the phones can be used for emergencies, non-emergencies and to request escort services.
<u>Police</u>	<ul style="list-style-type: none"> • Timeliness of services provided by university police • Ease of contacting university police • Procedure for reporting crime 	<ul style="list-style-type: none"> • Presence of uniformed personnel on foot patrol 	<ul style="list-style-type: none"> • In order to address concerns regarding the presence of uniformed personnel on campus, UPD Operations Captain has related his expectations to patrol that they are to increase their foot patrol time as well as log it into the ARMS system through dispatch so we may measure and track progress. • Additionally, UPD has trained fifteen sworn patrol personnel in bicycle patrol procedures in order to be more visible and accessible to its campus constituents. Part of this initiative included the purchase of twelve new patrol bikes. UPD Operations has set a goal of training half of the sworn staff in the department in bicycle patrol procedures by 20010. Bicycle Patrol is heavily encouraged by the Operations Captain and patrol personnel are expected to have their bicycle patrol time tracked in ARMS. • A mid-year report of bicycle and foot patrol hours will be compiled and submitted to the Operations Captain for review and action if necessary.

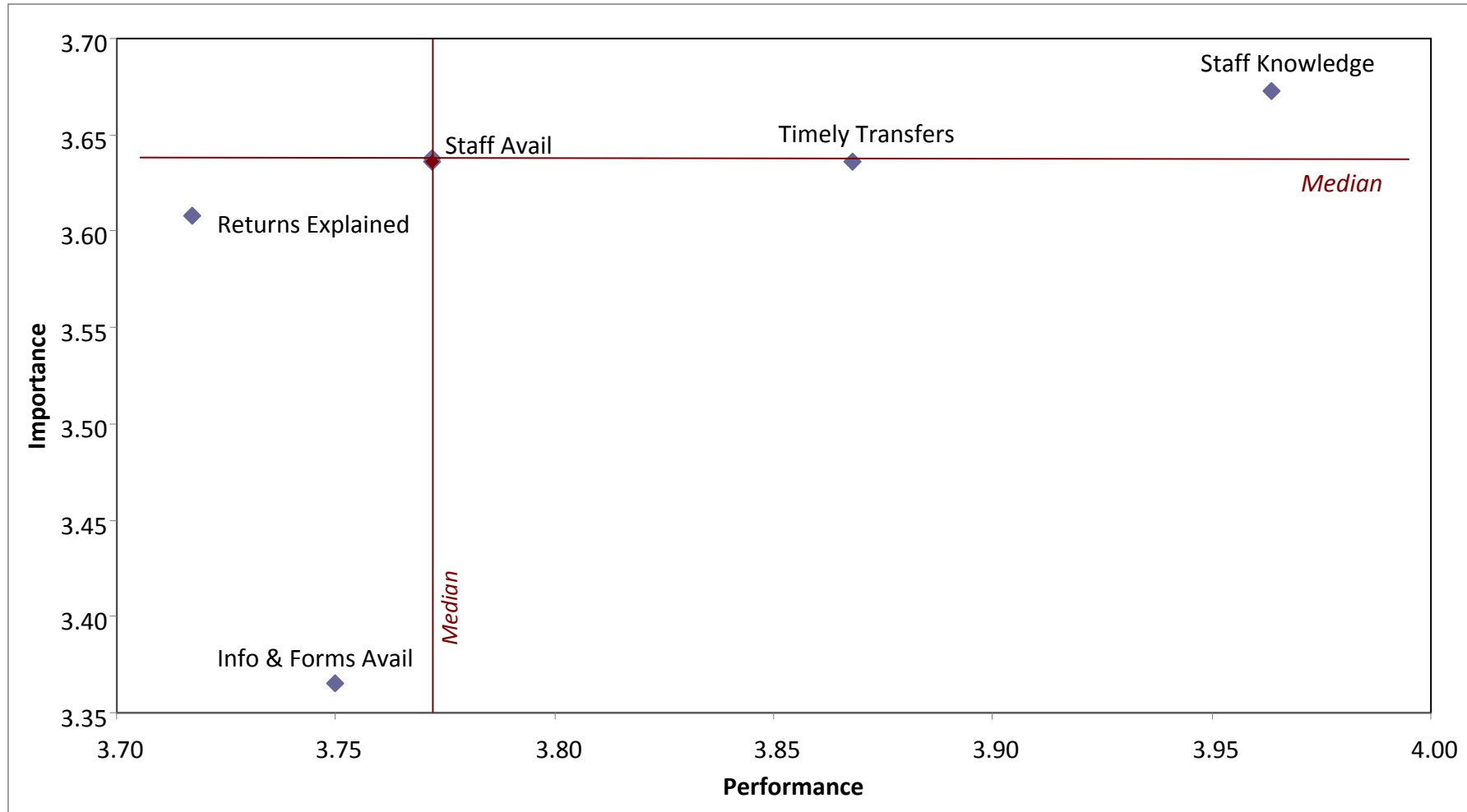


APPENDIX

A series of graphs follows to identify improvement priorities. Most graphs are “Stated Importance and Performance” scatter plots. Items that fall in the upper left quadrant (high relative stated importance and low relative performance) are considered to be high priority improvement areas. In the area of Human Resources, respondents were not asked to rate attributes in terms of their importance and thus stated importance and performance graphs are not available. A special analysis was conducted to try to derive importance for the attributes related to Human Resources, however, the resulting data was not useful in discerning improvement priorities. Thus attributes that have higher levels of dissatisfaction are depicted using bar graphs. This information is used to identify improvement priorities.

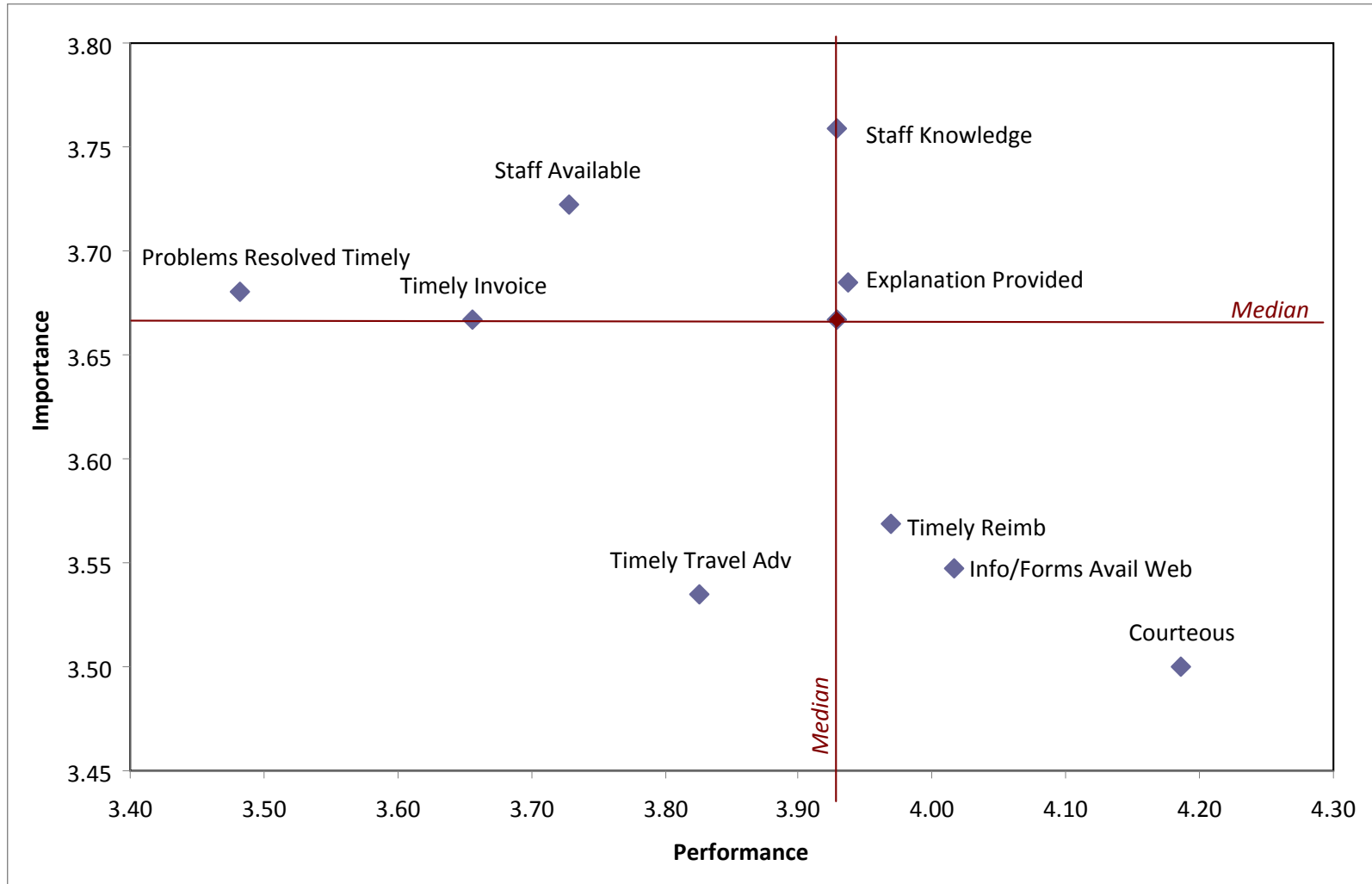
2008 Accounting Survey

(Stated Importance and Performance)



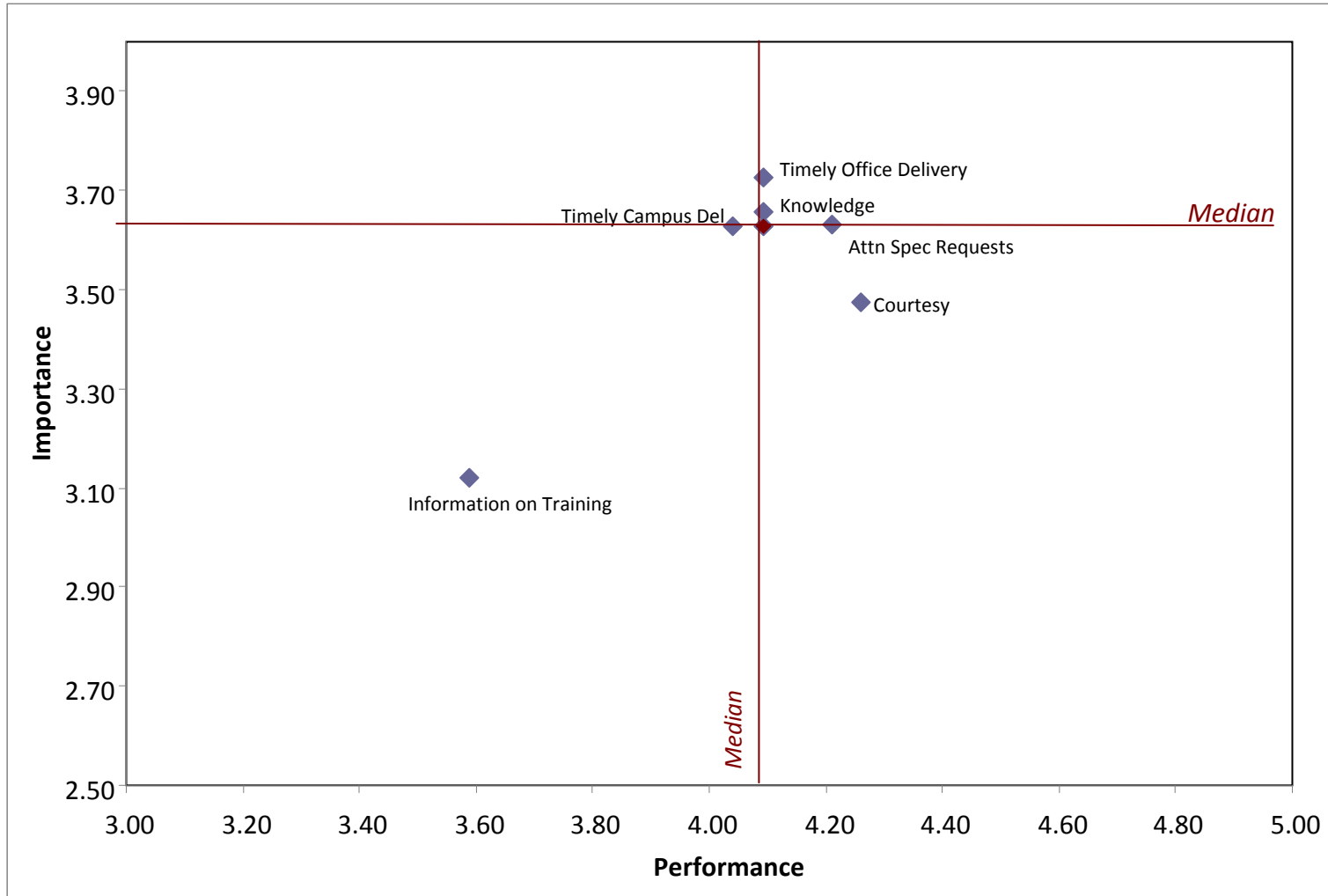
2008 Accounts Payable Survey

(Stated Importance and Performance)



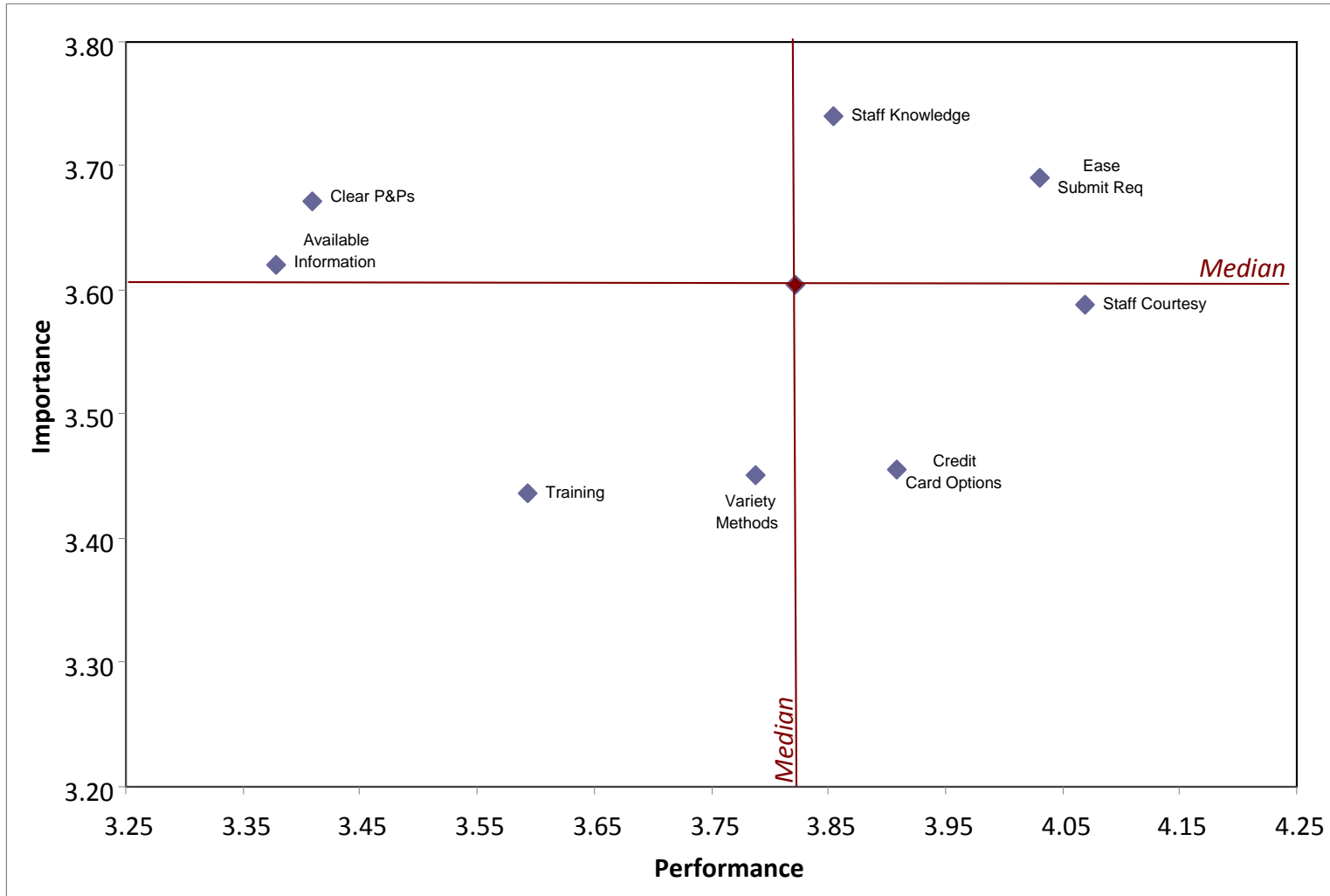
2008 Mail Survey

(Stated Importance and Performance)



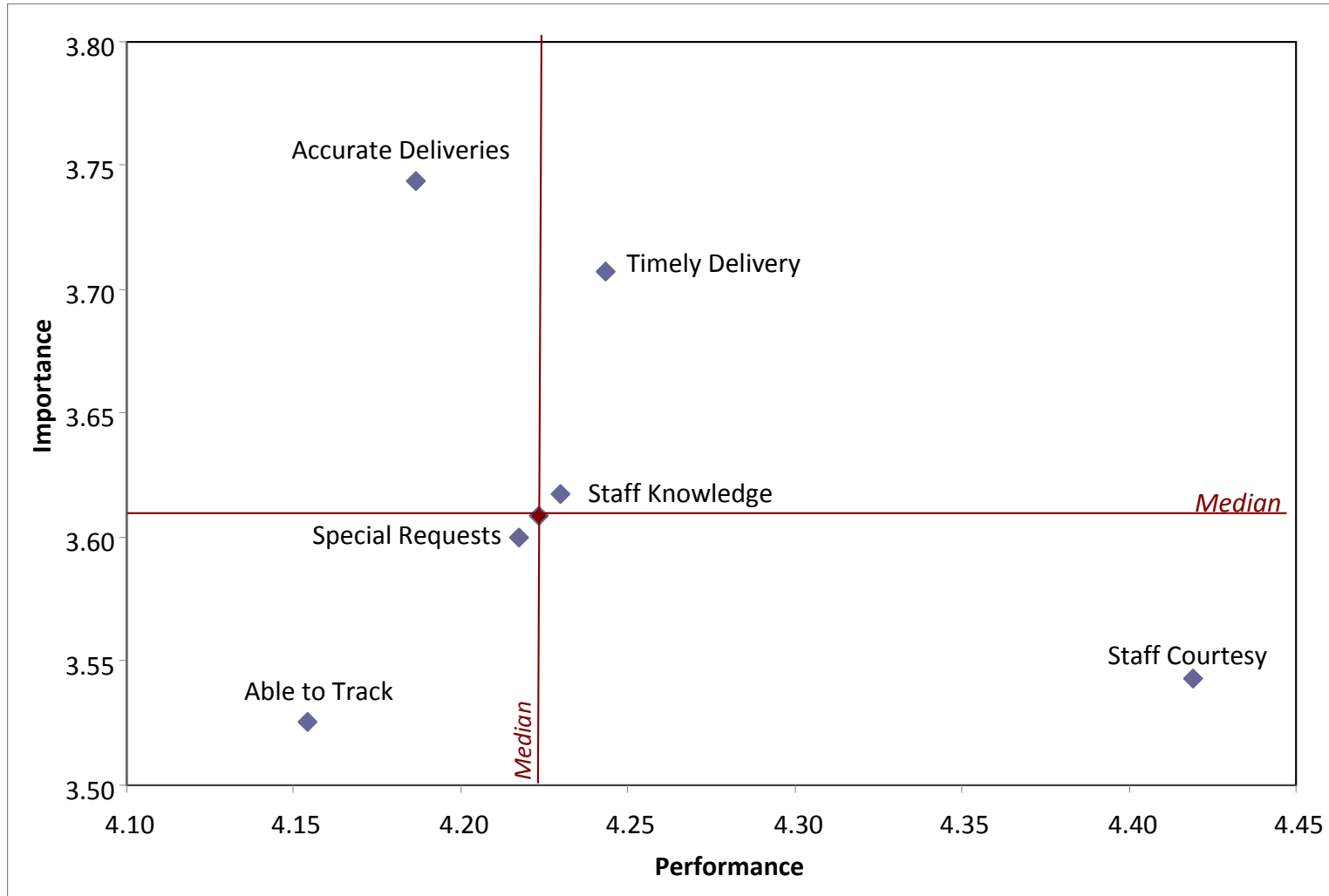
2008 Procurement Survey

(Stated Importance and Performance)



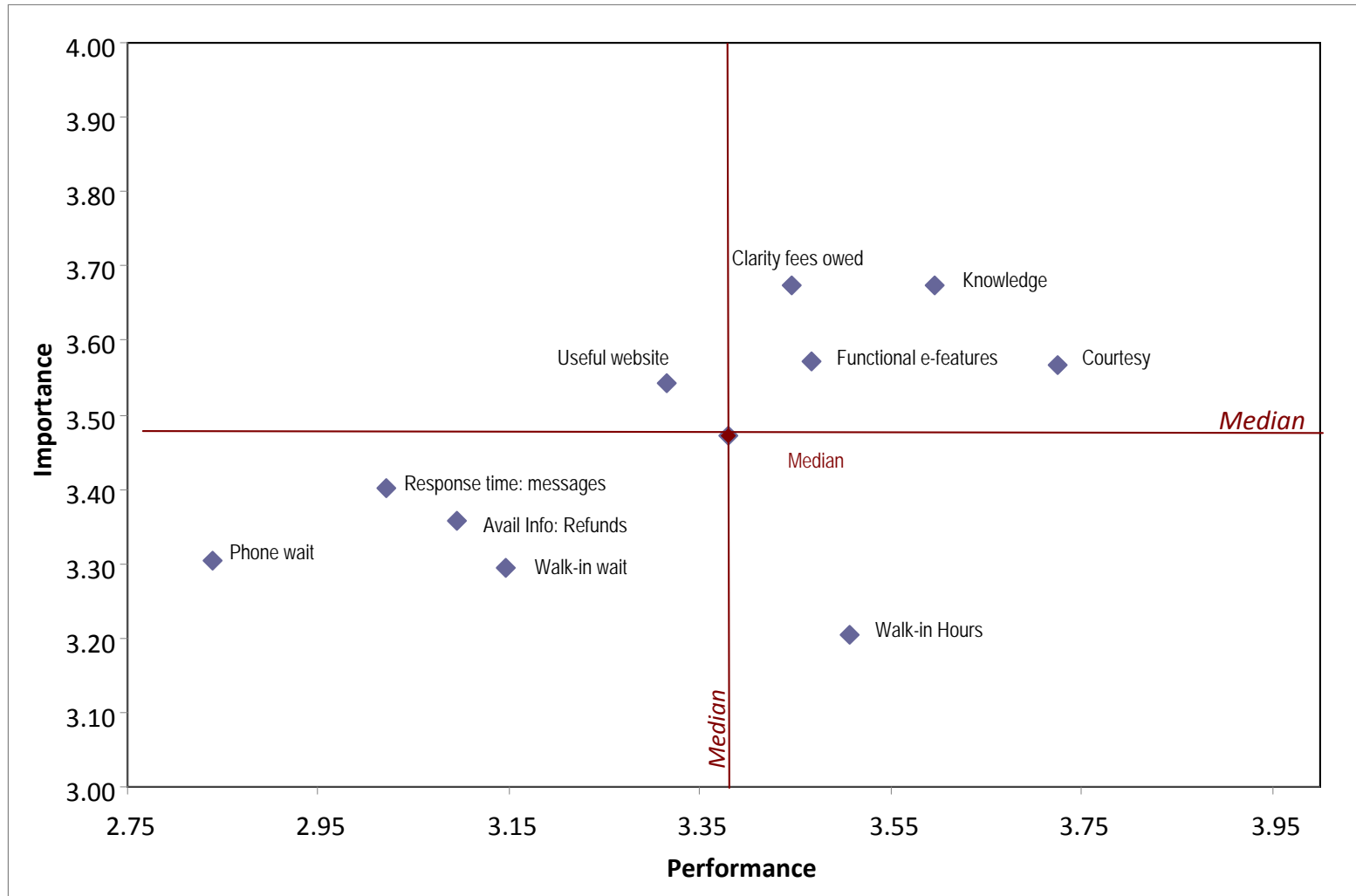
2008 Shipping & Receiving Survey

(Stated Importance and Performance)



2008 Bursar's Office Survey

(Stated Importance and Performance)



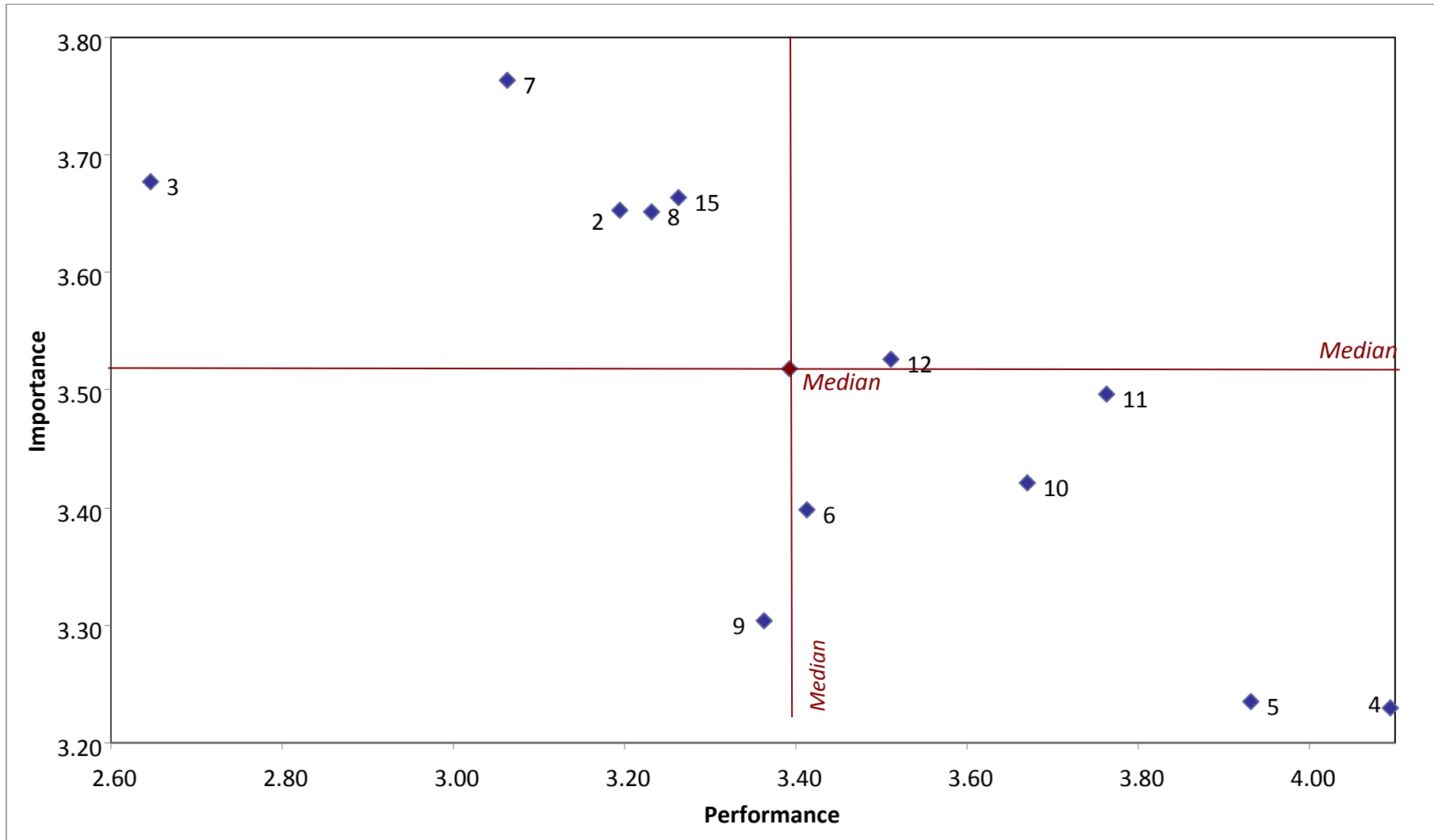
2008 Facilities Survey

Data and Data Labels for Scatter Plot of Satisfaction & Importance

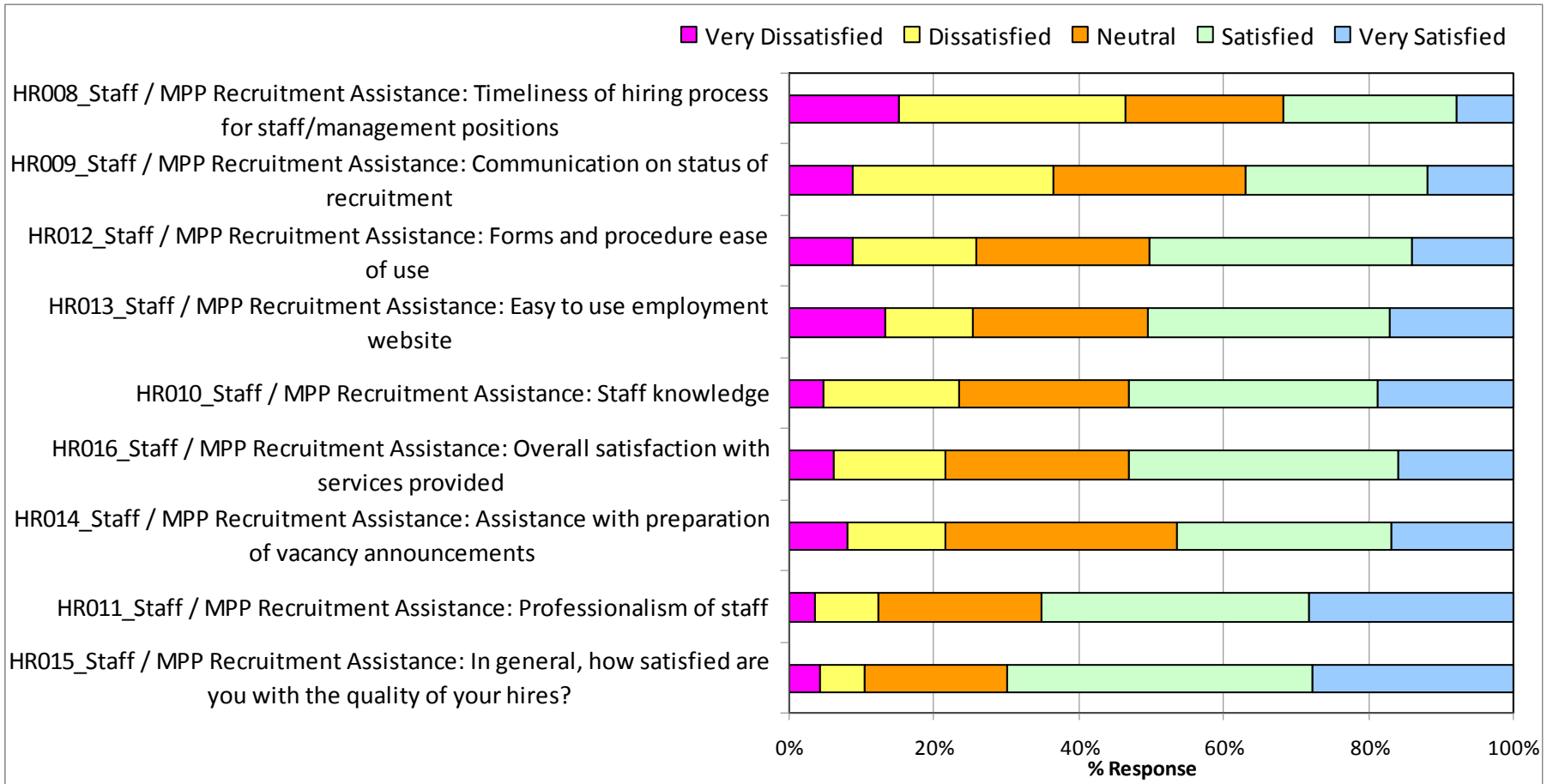
Question	Label
restrooms (cleanliness and supplies)	7
heat, ventilation, air conditioning (room temperature)	3
response to incidents requiring expedited response from facilities (e.g. roof or toilet leak, threats to property, security of facility)	15
custodial services (floor care, cleanliness, trash emptied)	2
cleanliness/condition of instructional areas (e.g. classrooms, labs, studios)	8
outdoor lighting	12
indoor lighting	11
accessibility of buildings (ramps, railings, lifts, elevators)	10
cleanliness/condition of hallways, stairs, lobbies, other indoor public areas	6
signs (e.g. location, visibility, accuracy, usefulness)	9
exterior public areas (walkways, roadways, bike paths)	5
landscaping and grounds	4
overall facilities services	1
the process used to request facilities services or to report problems	13
customer service (initial response from facilities service desk)	14
key service (key request and distribution process)	16
transportation service (bus and van scheduling)	17
fleet service (vehicle services, maintenance, rental)	18
project management (remodeling and renovation services)	19
sustainability (recycling, energy management, environmental awareness)	20
facilities staff communication & customer/public relations	21
Quality of workmanship provided by skilled trades on campus physical improvements (remodels, renovations, etc.)	22
adequacy of training provided to end-users	23
timeliness of processing work-order requests	24
timeliness of charge-back work	25



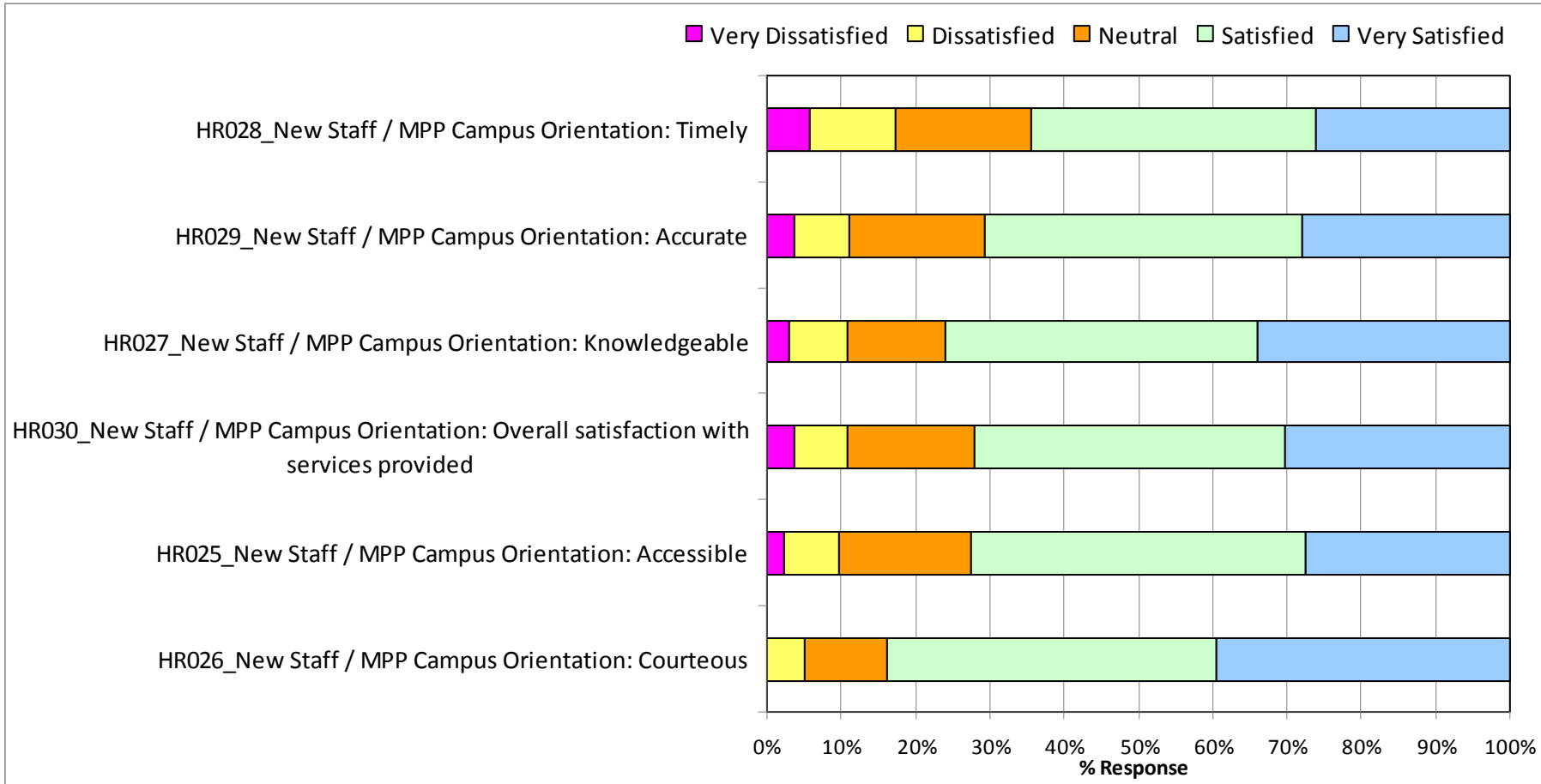
(Stated Importance and Performance)



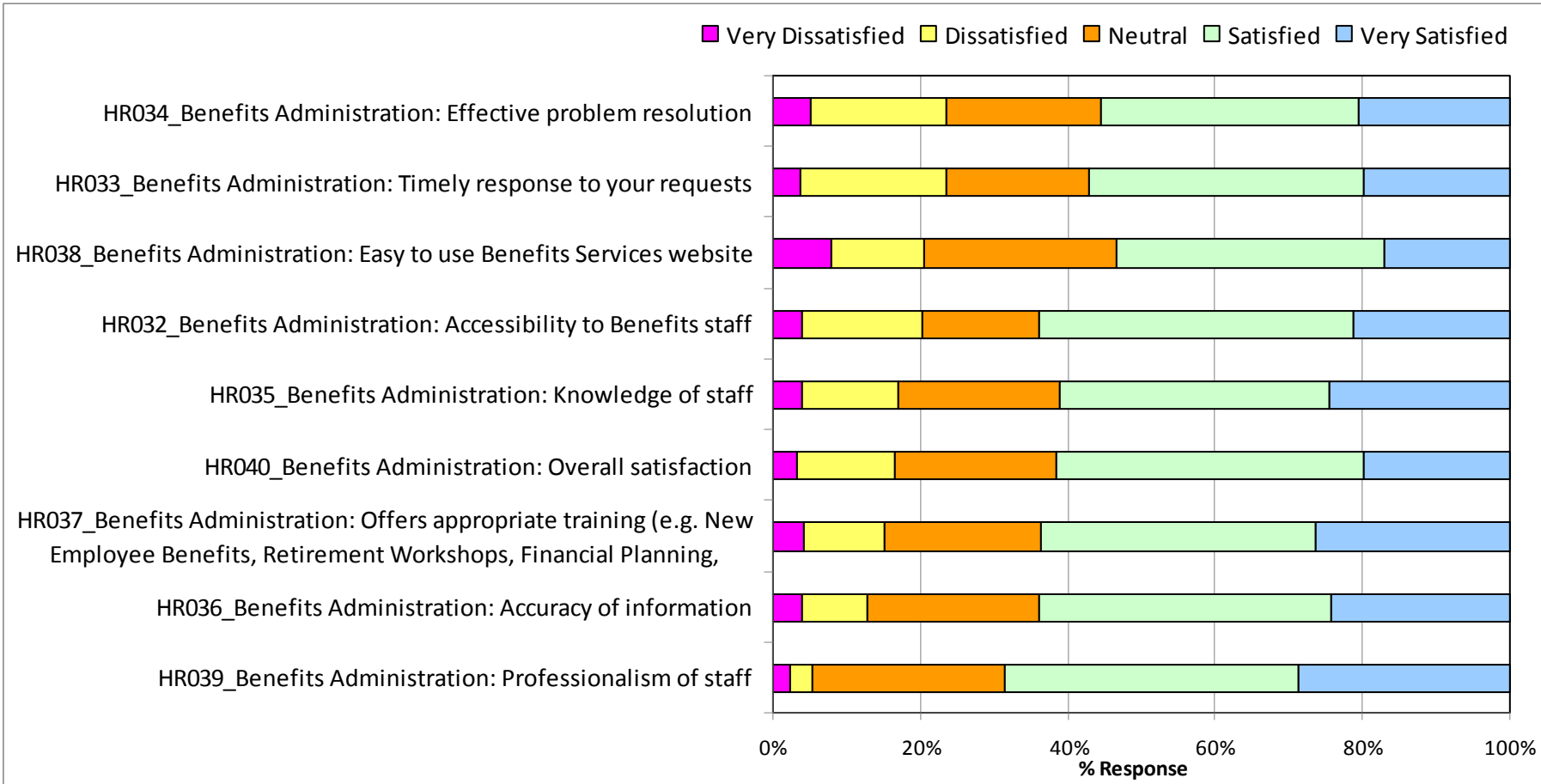
2008 Human Resources Survey - Recruitment Assistance



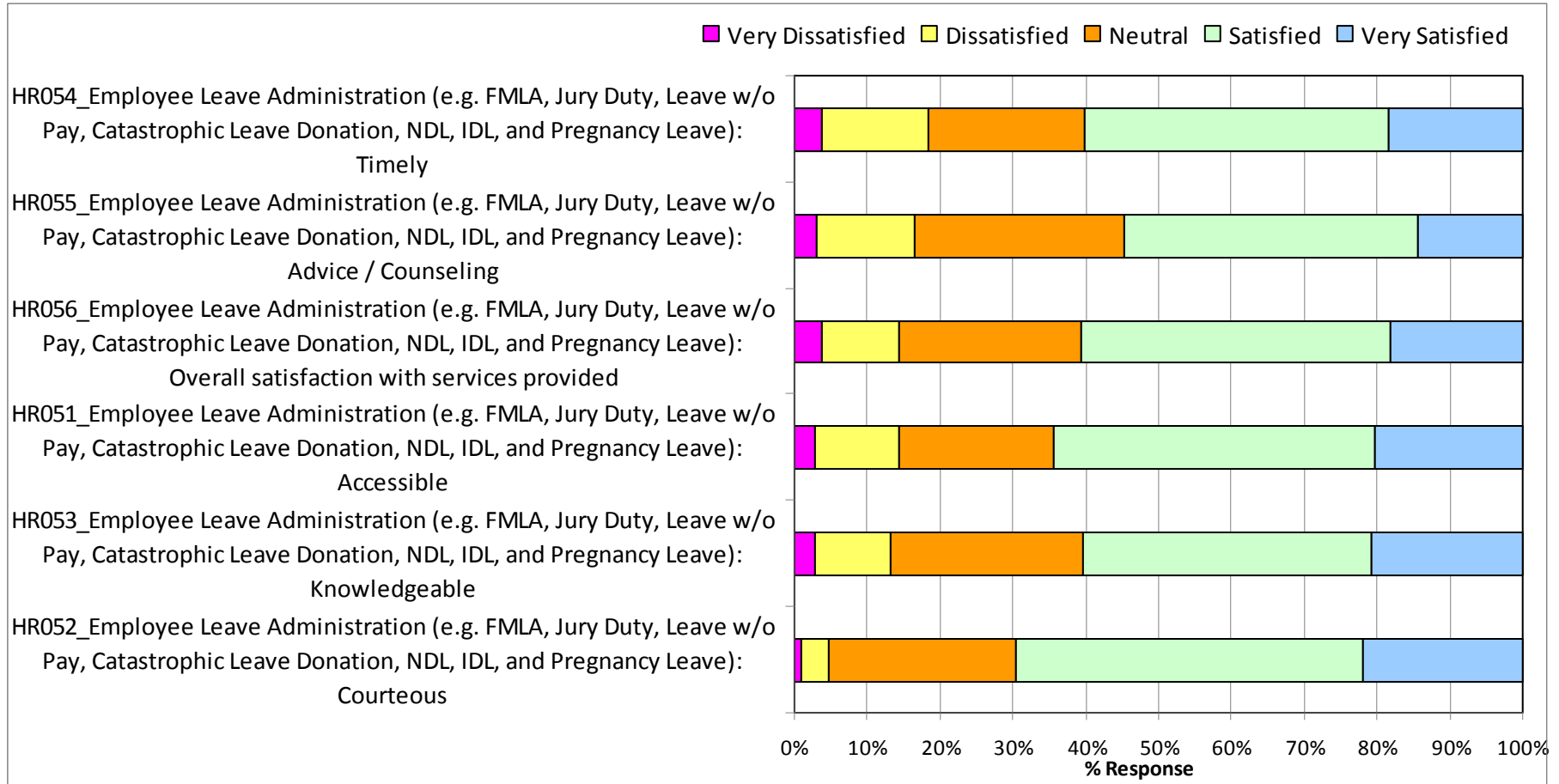
2008 Human Resources Survey – New Staff/MPP Campus Orientation



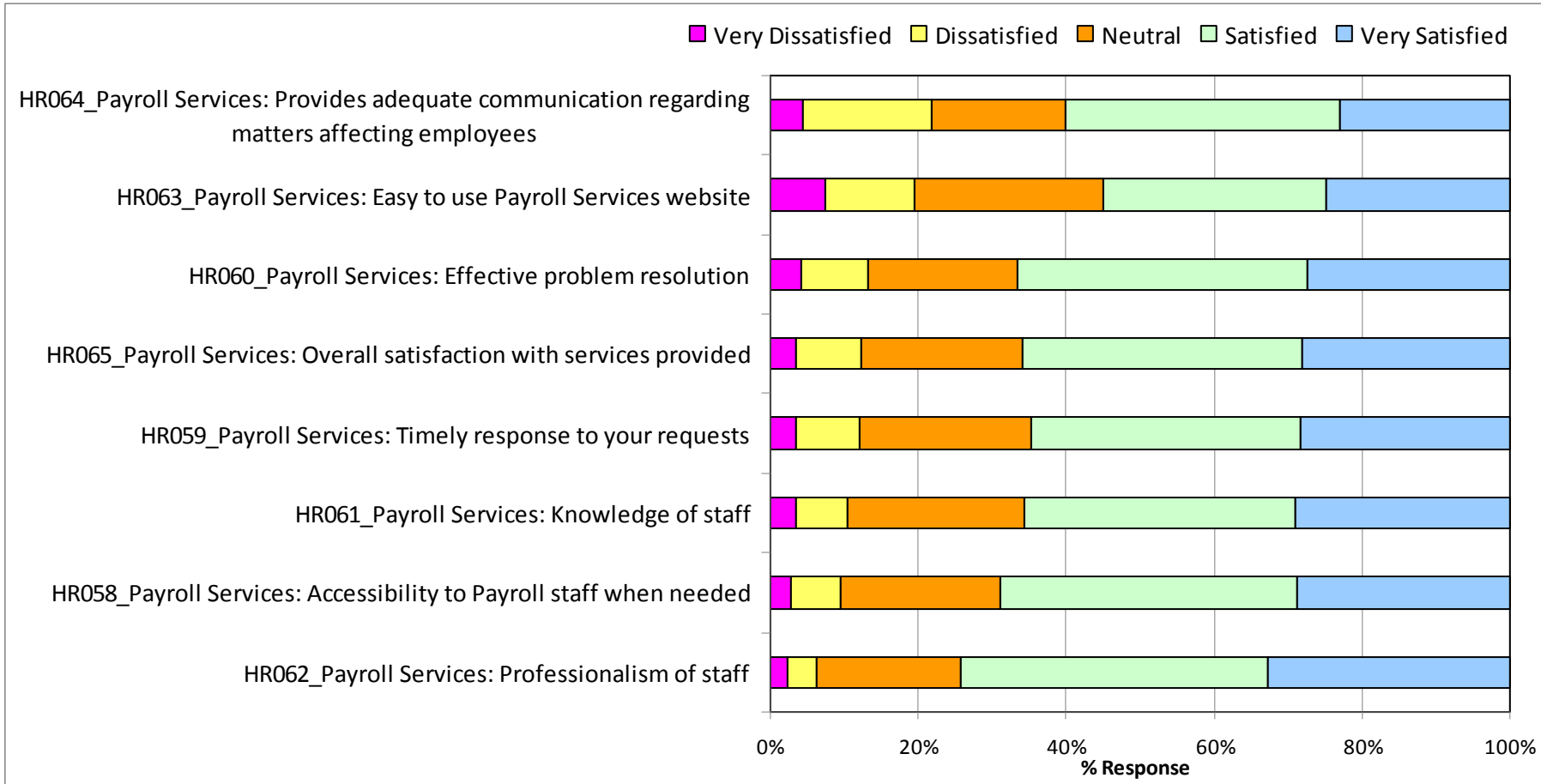
2008 Human Resources Survey – Benefits Administration



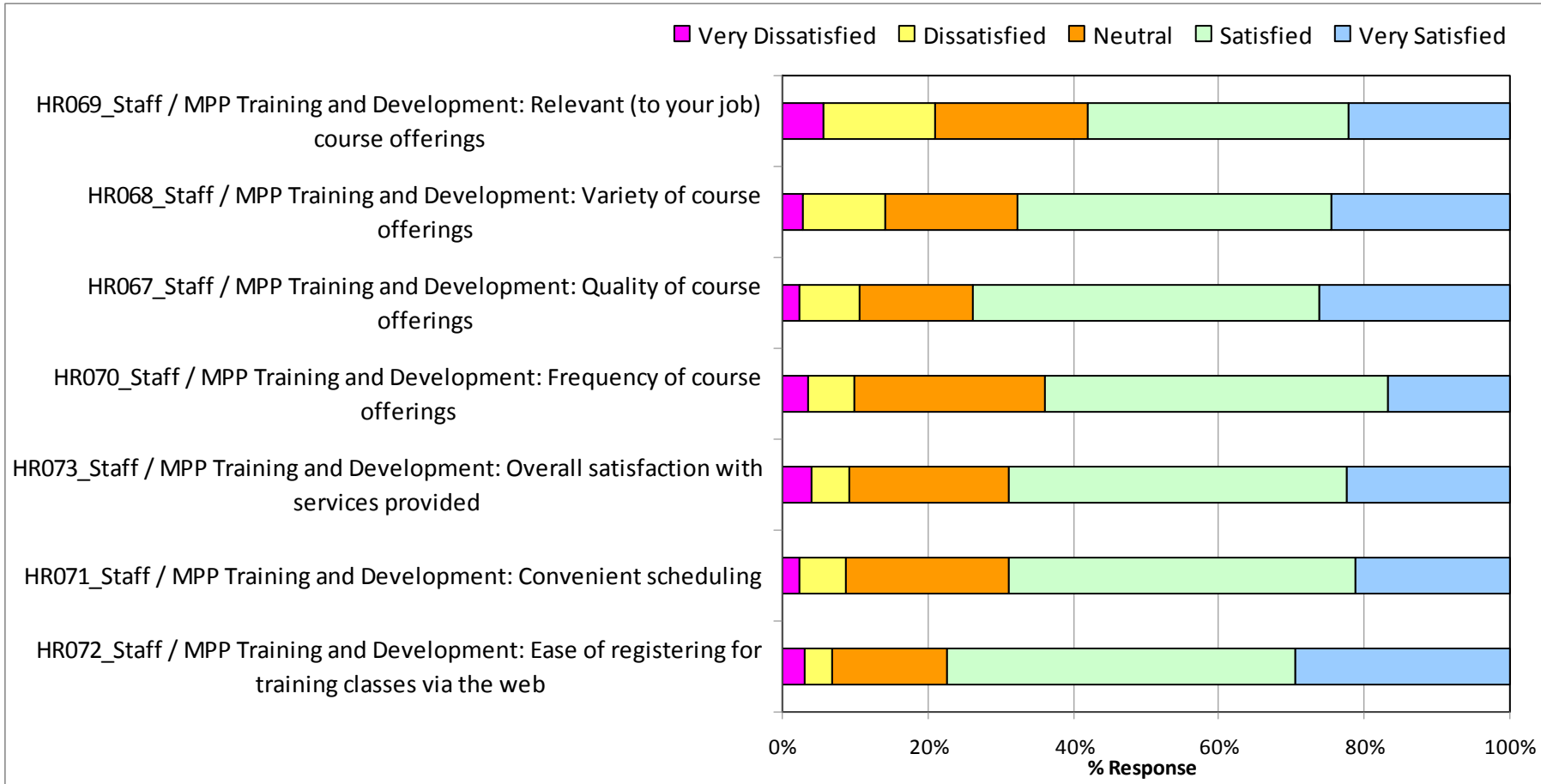
2008 Human Resources Survey – Employee Leave Administration



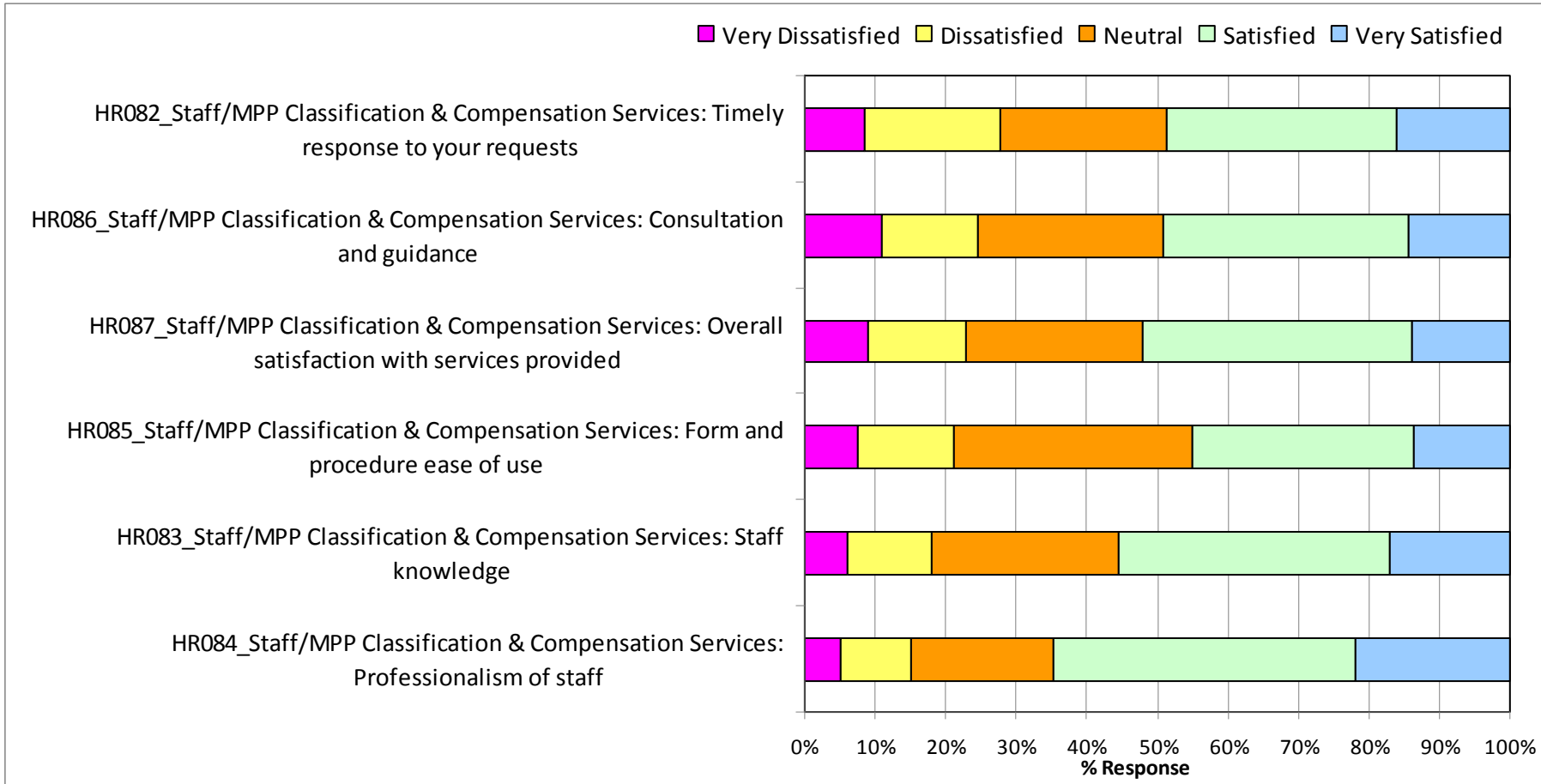
2008 Human Resources Survey – Payroll Services



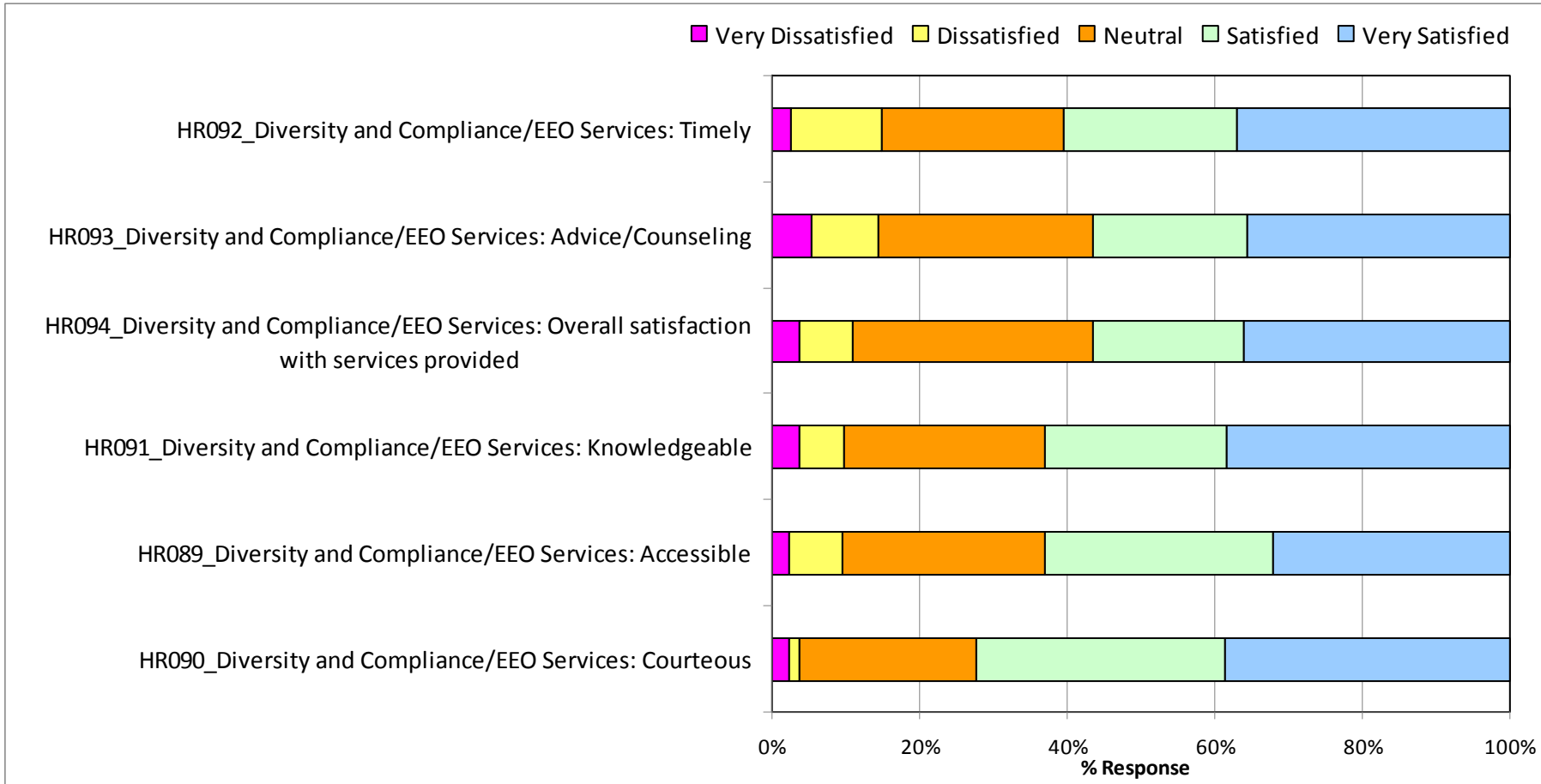
2008 Human Resources Survey – Staff/MPP Training and Development



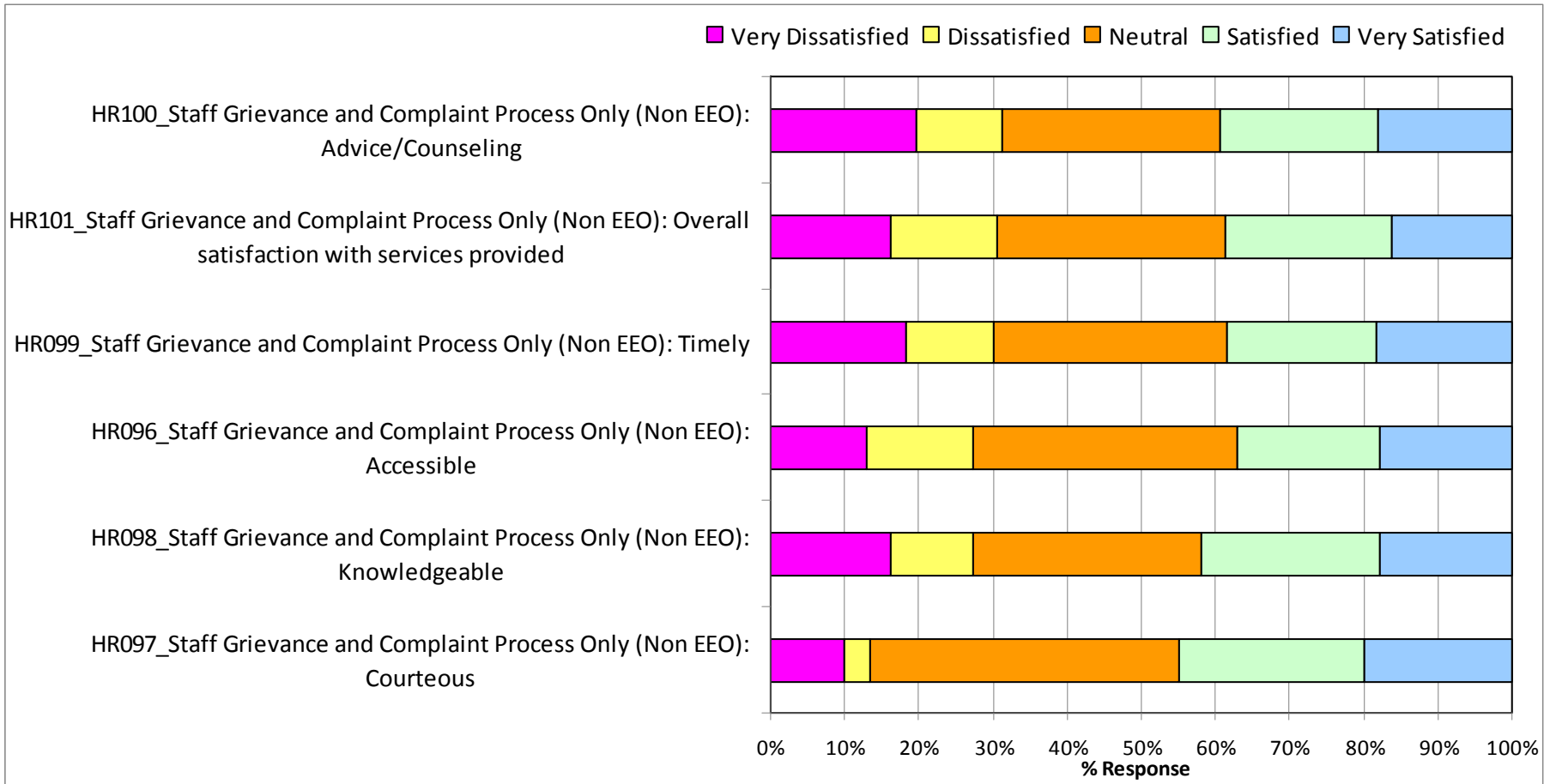
2008 Human Resources Survey – Staff/MPP Classification and Compensation Services



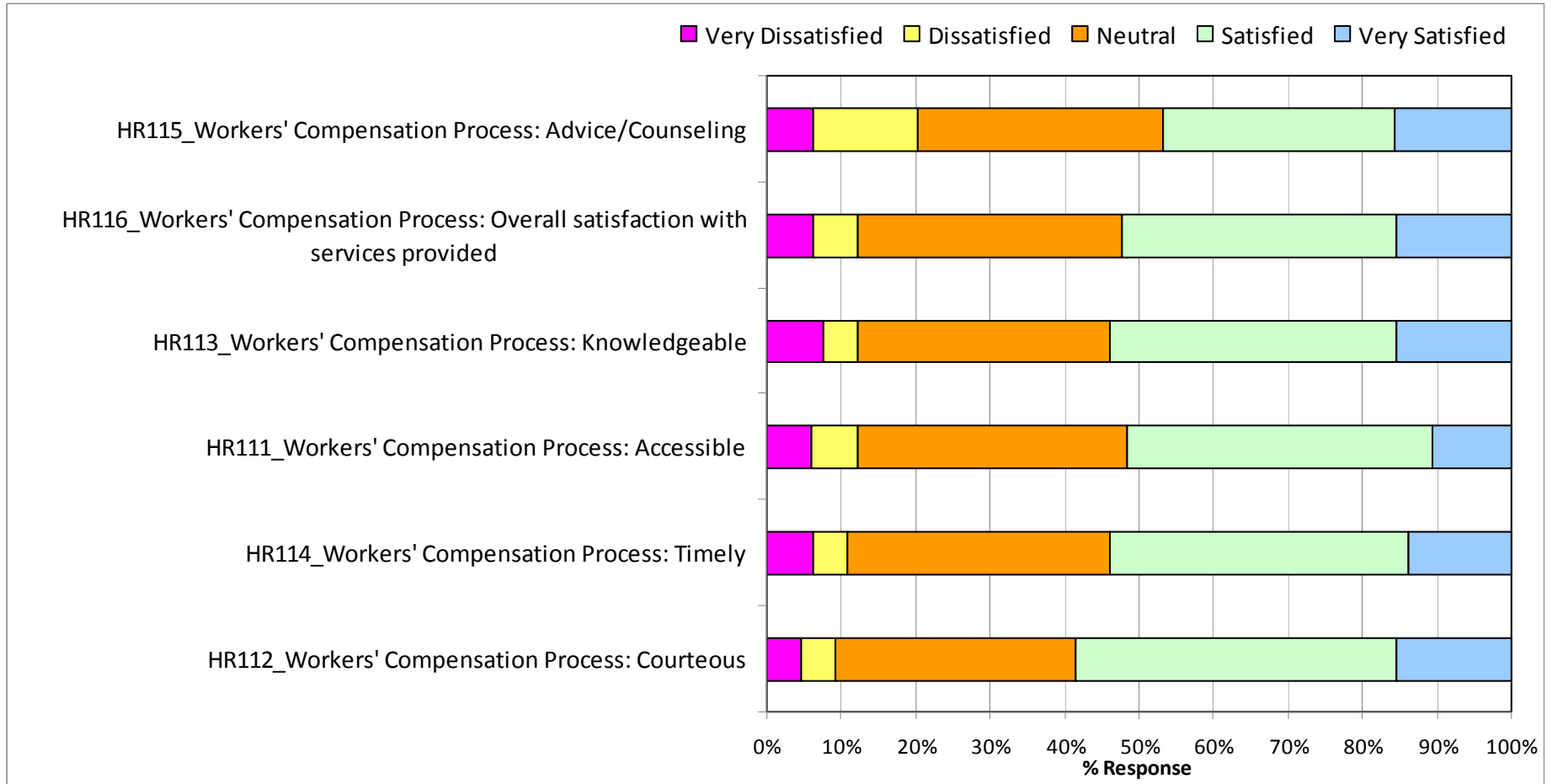
2008 Human Resources Survey – Diversity and Compliance/Equal Employment and Opportunity Services



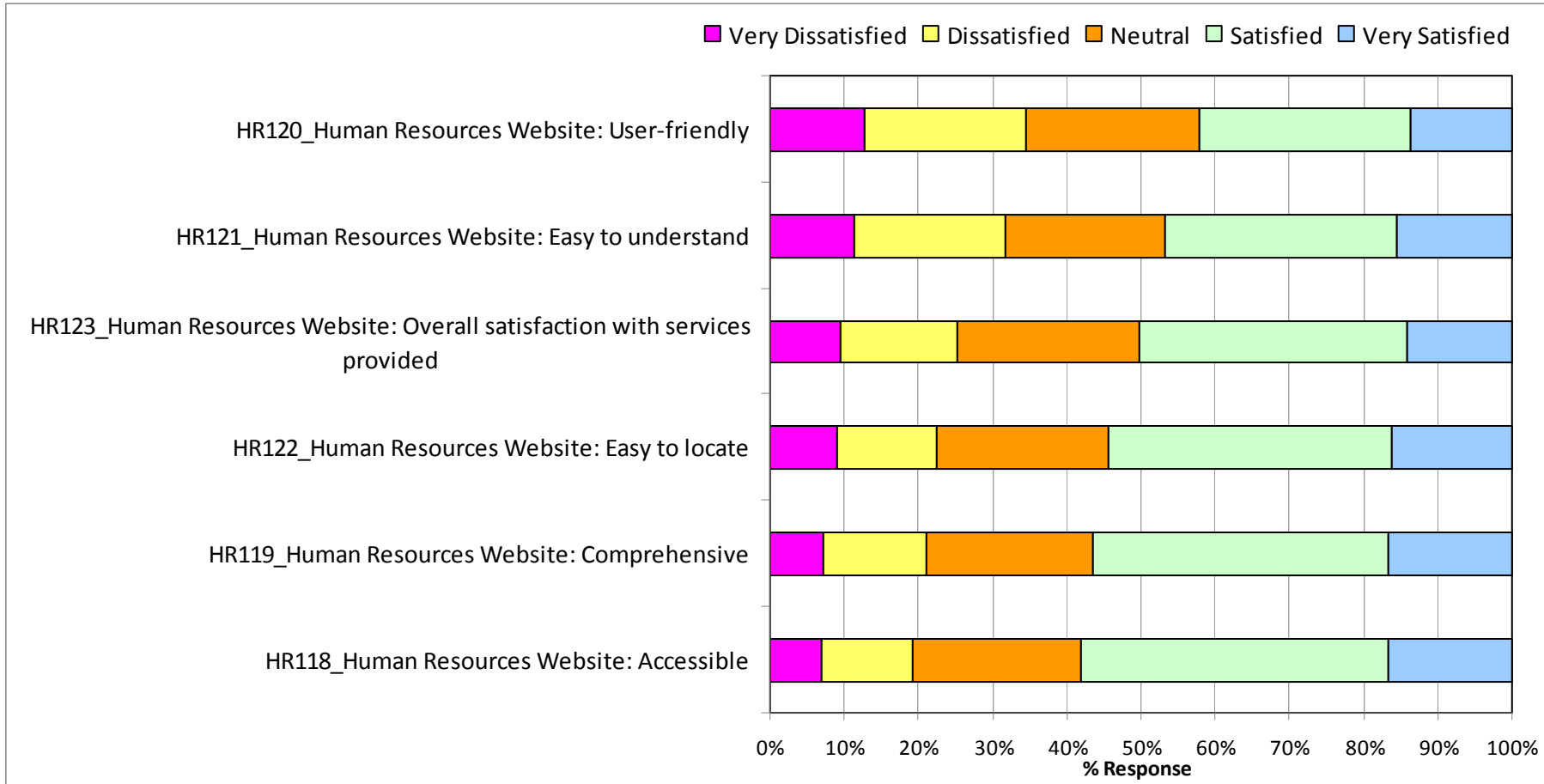
2008 Human Resources Survey – Grievance and Complaint Process (Not Equal Employment Opportunity)



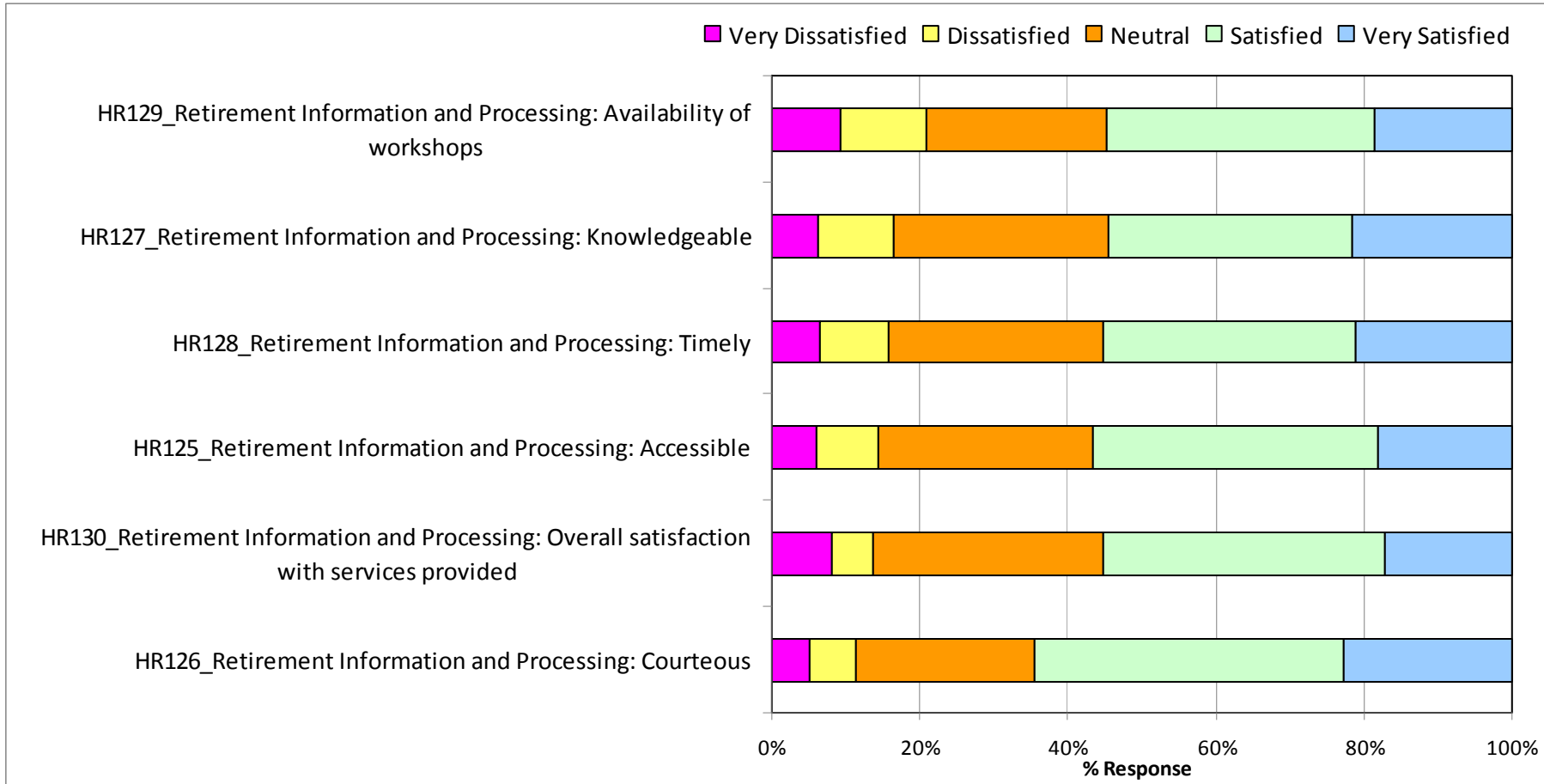
2008 Human Resources Survey – Workers’ Compensation Process



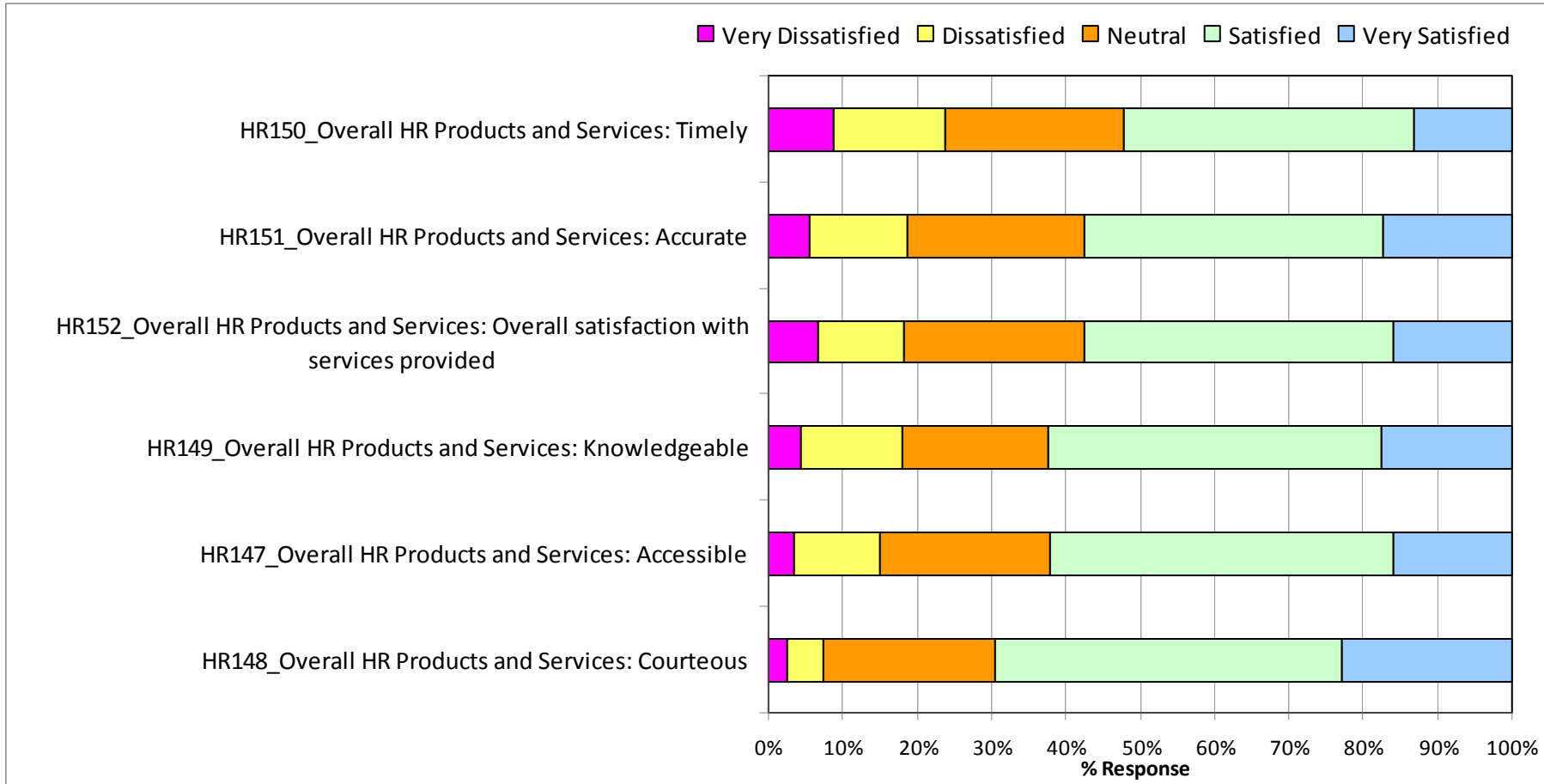
2008 Human Resources Survey – Website



2008 Human Resources Survey – Retirement Information and Processing



2008 Human Resources Survey – Overall HR Products and Services



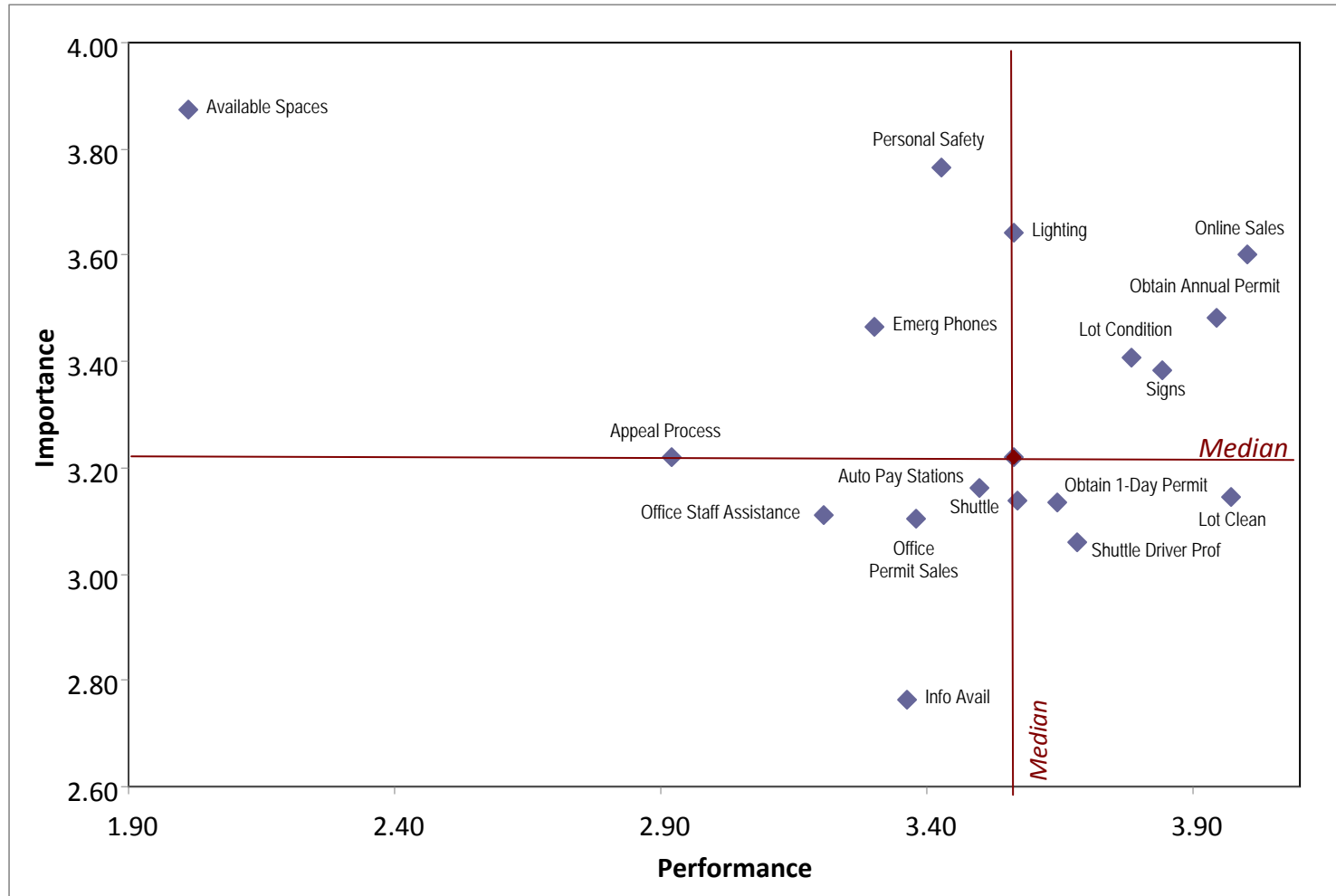
2008 Parking Survey

Data and Data Labels for Scatter Plot of Satisfaction & Importance

Question	Label
Cleanliness of parking lots & structures - clean of debris, dirt, etc.	Lot Clean
Directional signs that are easy to read and understand	Signs
Parking lot conditions - cracks, potholes, etc.	Lot Condition
Lighting in and around parking areas	Lighting
Availability of emergency telephones in and around parking areas	Emerg Phones
Ease of obtaining a term or annual parking permit	Obtain Annual Perm
Ease of getting a one-day or short term permit	Obtain 1-Day Permit
Assistance from parking staff	Staff Assistance
Assistance from Parking Office staff	Office Staff Assistance
Process for appealing parking citations	Appeal Process
Personal safety in and around parking facilities	Personal Safety
Availability of parking information - brochures, flyers, web page, etc.	Info Avail
Availability of parking spaces	Available Spaces
Shuttle driver professionalism	Shuttle Driver Prof
Shuttle service	Shuttle
Automated pay stations	Auto Pay Stations
Online permit sales	Online Sales
Bursar's {or other location} office permit sales	Office Permit Sales



(Stated Importance and Performance)



2008 Police Services Survey

Question	Label
Timeliness of services provided by university police	Timely
Ease of contacting university police	Ease Contacting
Procedure for reporting crimes	Report Procedures
Presence of uniformed personnel on foot patrol	Presence Foot Patrol
Evening guide / escort service	Guide/Escort
Crime prevention presentations	Presentations
Overall university police services	Overall
Visibility of university police car patrols	Visibility Car Patrols
Visibility of university community service officers	Visibility Com Svc Officer

(Stated Importance and Performance)

