



Service
Center

Service Satisfaction Survey

May 2015

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Methodology

The Service Center was implemented in July 2014 to meet the business operational needs of departments on the Southern Oregon University campus. A satisfaction survey of faculty and staff was issued in September 2014 to determine a baseline of satisfaction levels with the Service Center and identify actionable areas for focus on improvement.

Focusing on continuous improvement of processing and reporting, with particular emphasis on meeting departmental functional needs with university, state, and federal policies, the Service Center issued a second survey in May 2015. This survey utilized questions from the September 2014 assessment to establish a base comparison of growth during the first year of establishment. The questionnaire consisted of 19 multiple-choice questions and two open-ended questions.

On May 15th, an invitation to participate in the survey was included in the monthly Service Center Newsletter, along with a link, emailed to 1088 employees at Southern Oregon University. Of this 1088 in the email group, there is a 5% variation of individuals who were inactive. A reminder email was issued to this same population on May 22nd.

The survey remained open for two weeks. Of the 1088 invitations sent, a total of 82 surveys were completed, a response rate of 7.5 percent.

Overview of Key Findings

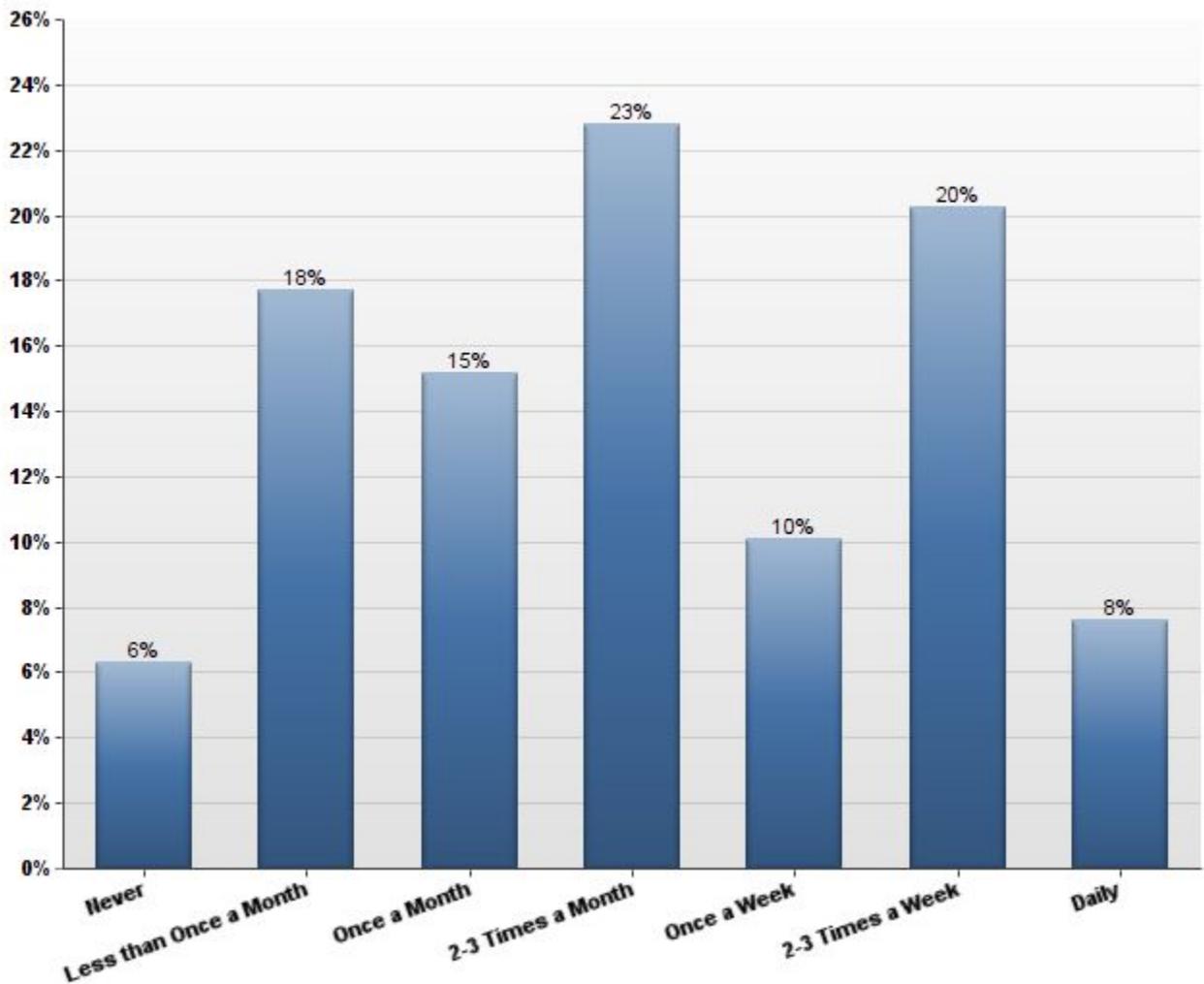
Overall, respondents indicated satisfaction with the Service Center. The survey also indicated areas in which the respondents seek improvement. Below are a few key findings in the May 2015 survey.

1. The responses to the series 5 statements (Figures 6, 7, 8, 9) indicated a high level of confidence in Service Center staff. The median ranking for these questions indicated the respondents agreed (responses 4 to 5) that staff respond in a timely manner, handle issues to their satisfaction, are professional, and are knowledgeable (Figure 10).
2. Respondents agreed (response 4 to 5) that they were comfortable in approaching the Service Center with their issues and that their overall experience with the Service Center has been positive (Figure 16). Half of the respondents agreed (responses 4 to 5) that the Service Center communicated clear policies and procedures (Figure 12).
3. In the open-ended comments, respondents indicated Service Center staff were friendly, positive, and helpful.
4. Respondents indicated that better communication, especially around policies and procedures, as well as additional training for Service Center staff would be beneficial.

1. How often do you use the Service Center?

Figure 1 shows representation of the frequency respondents utilize the Service Center. Of the 79 users who answered the question, a majority (53%) utilize services between 2-3 times a month and 2-3 times a week.

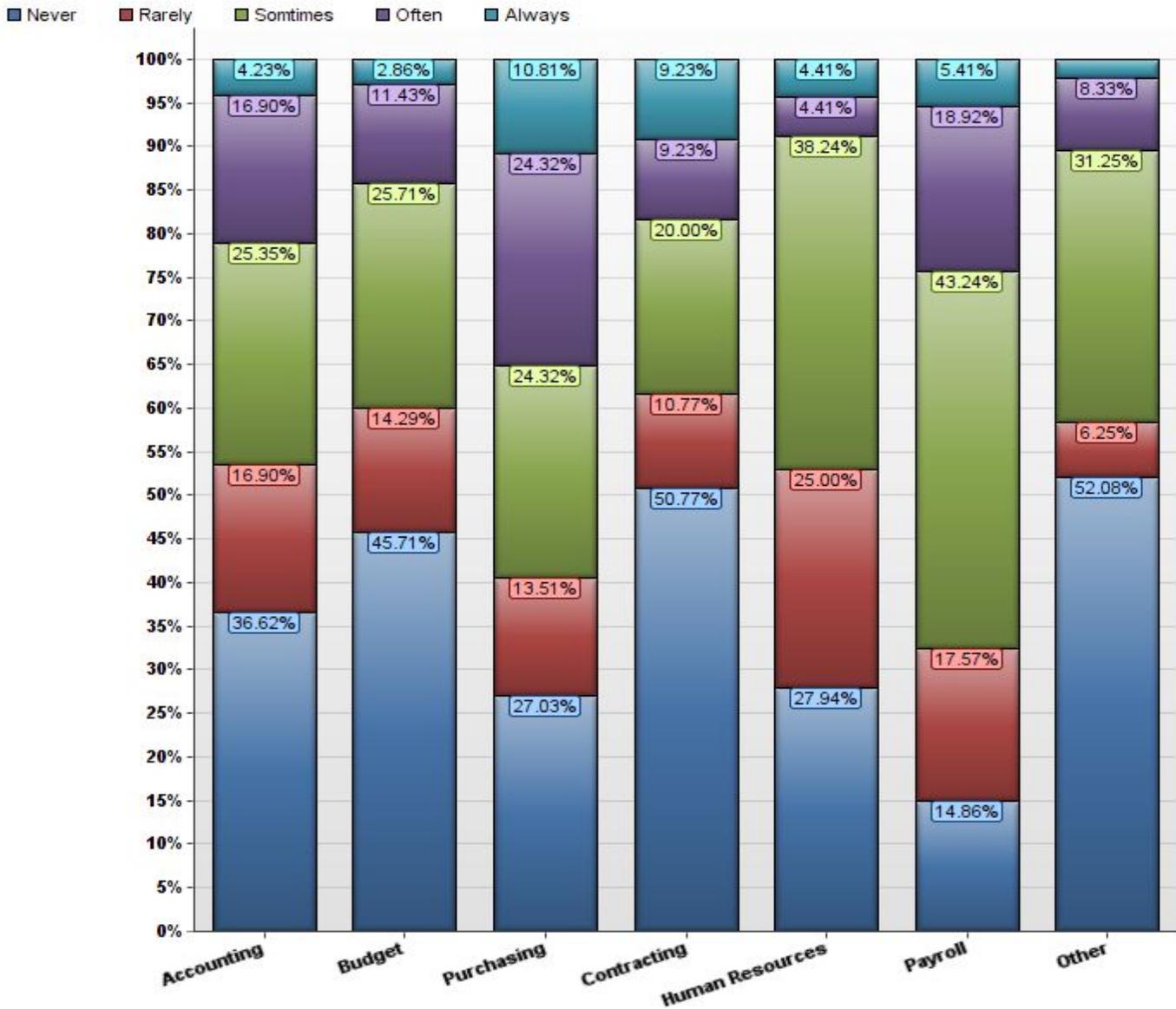
Figure 1



2. How often do you contact the Service Center for the following services?

Figure 2 shows what services the respondents use in the Service Center. Most clients utilize Payroll (67.57%) and Purchasing (59.45%) with responses between Sometimes and Always. The least utilized services are Other (41.66%) and Contracting (49.23%) with responses between Sometimes and Always.

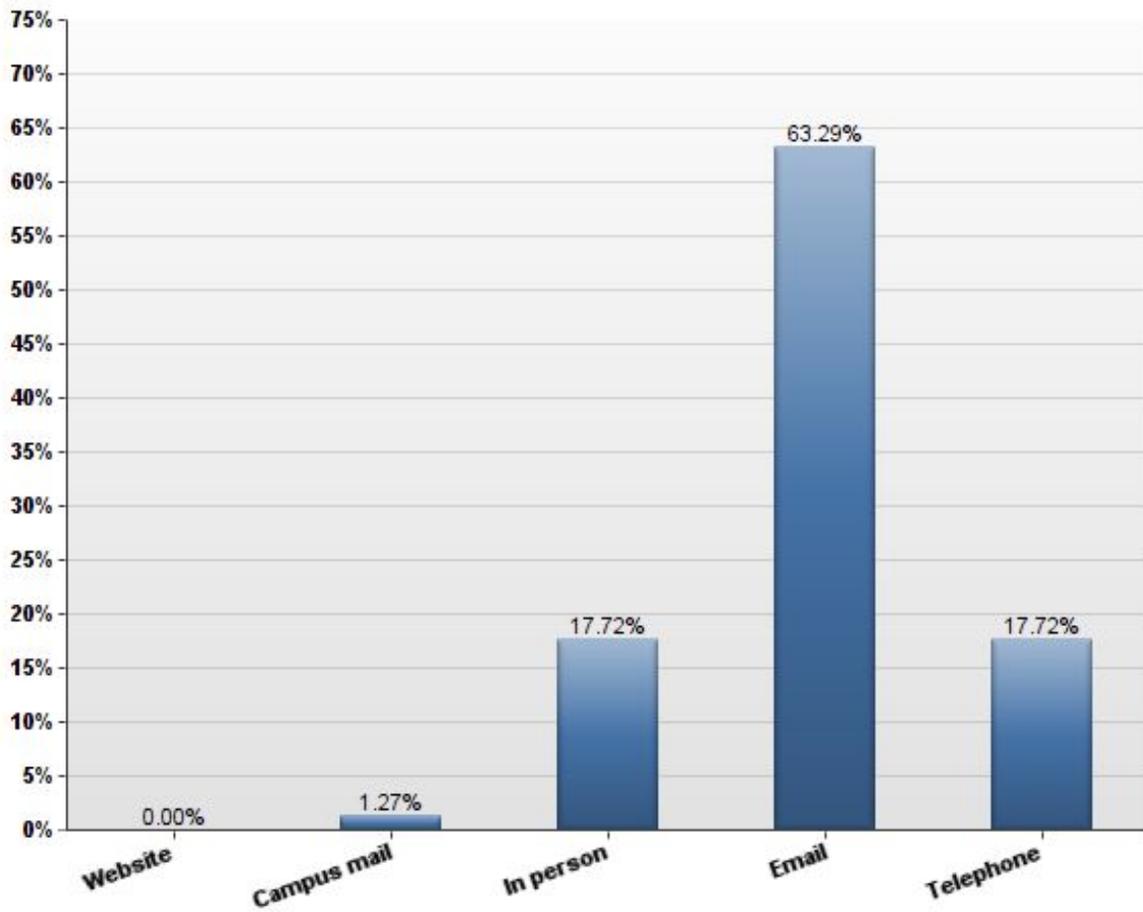
Figure 2



3. What is your preferred way to communicate with the Service Center?

Figure 3 indicates respondents preferred way to communicate with Service Center staff. The most preferred way is through email (63.29%) with coming in person and calling by phone next, each at 17.72%.

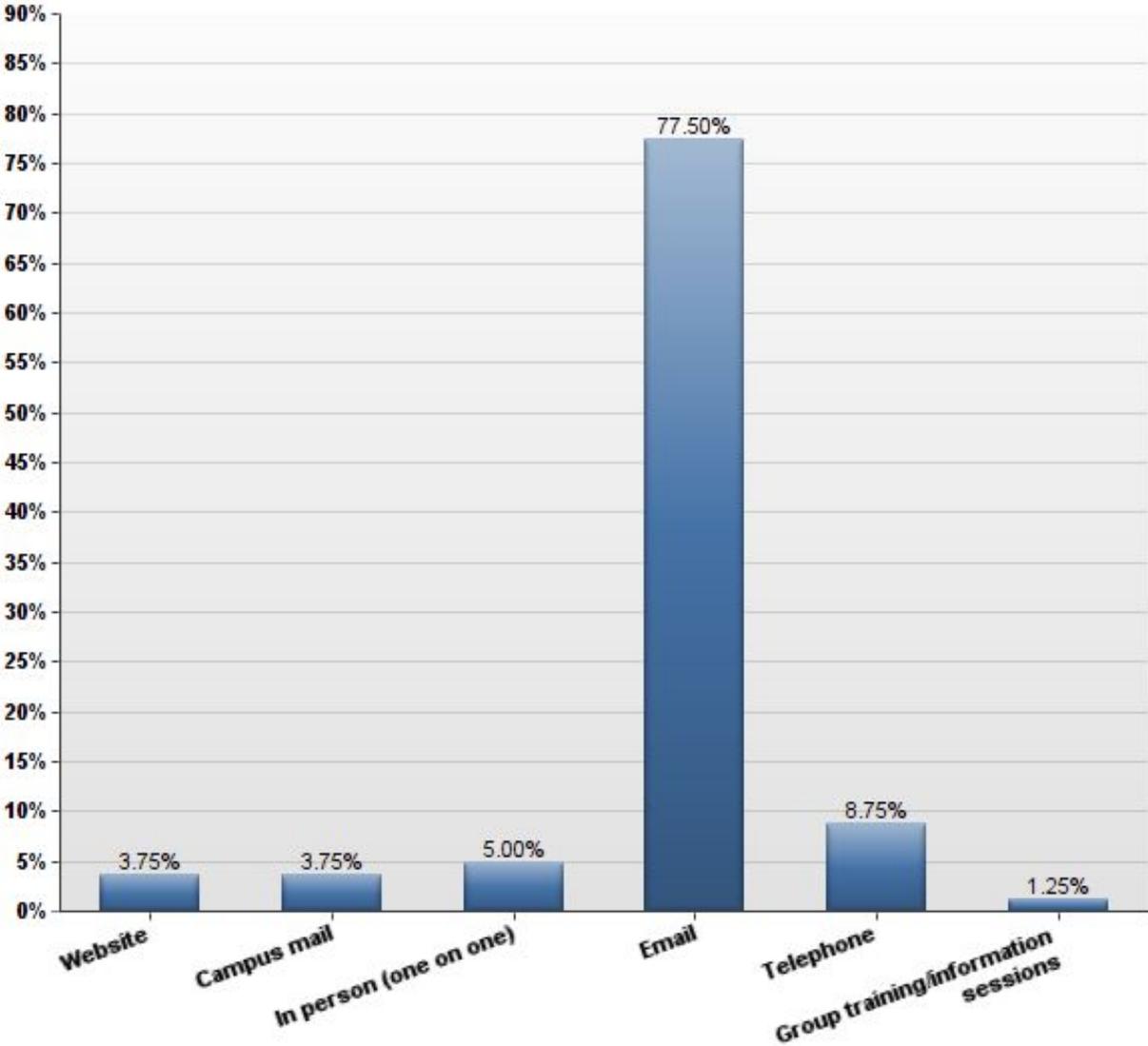
Figure 3



4. What is your preferred way to receive information from the Service Center?

Figure 4 indicates how the respondents like to receive their information from the Service Center. Email is the most preferred way by a large margin (77.50%) with phone calls being a distant second at 8.75%.

Figure 4



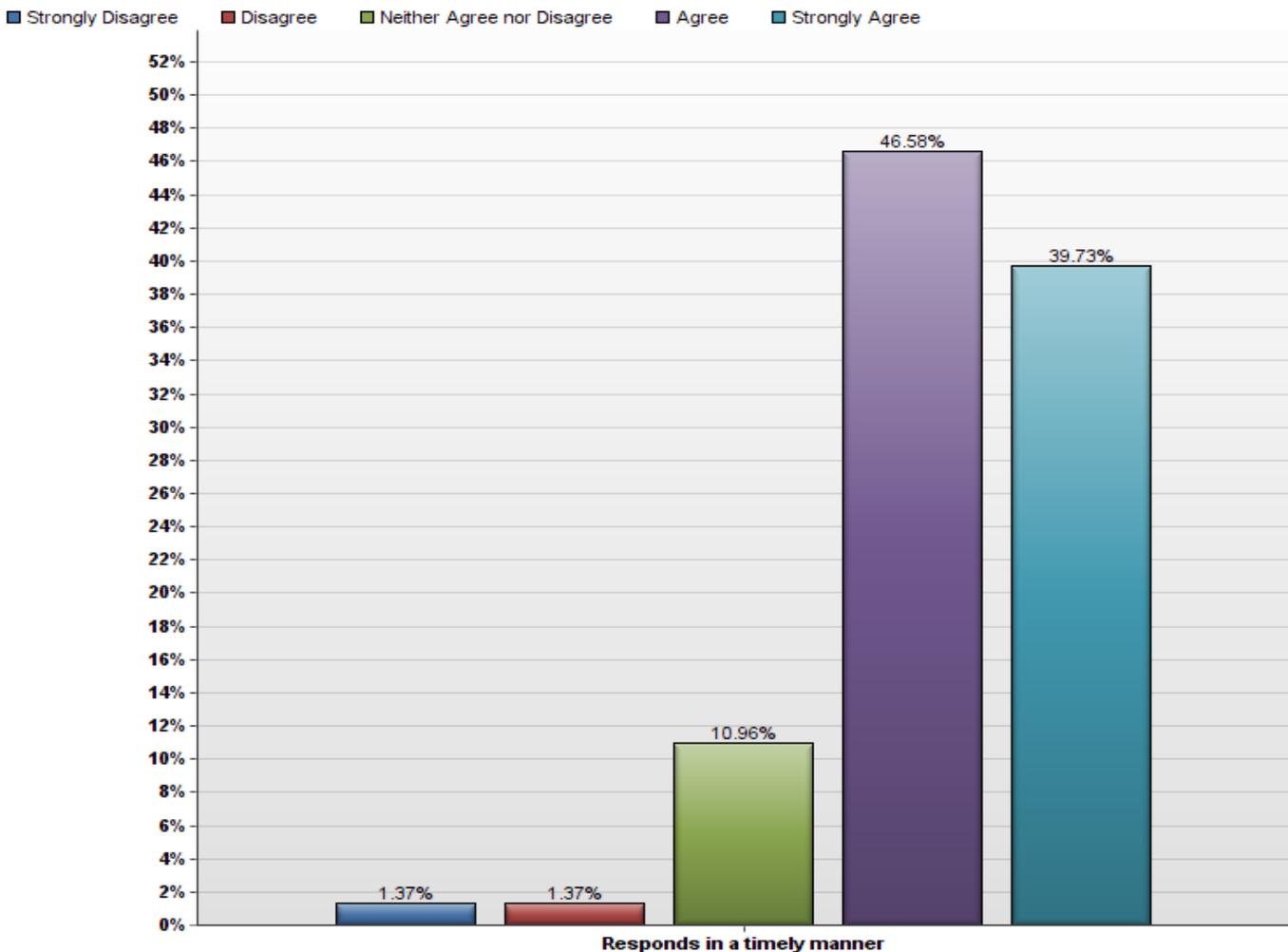
5. Please rate Service Center staff in the following:

The series 5 statements address perception of the Service Center staff and how they address the client's needs.

5a. Responds in a timely manner

Figure 6 details how the respondents feel Service Center staff respond to their queries in an efficient manner. A majority (86.31%) of the clients replying agreed or strongly agreed that the Service Center staff is timely in responding.

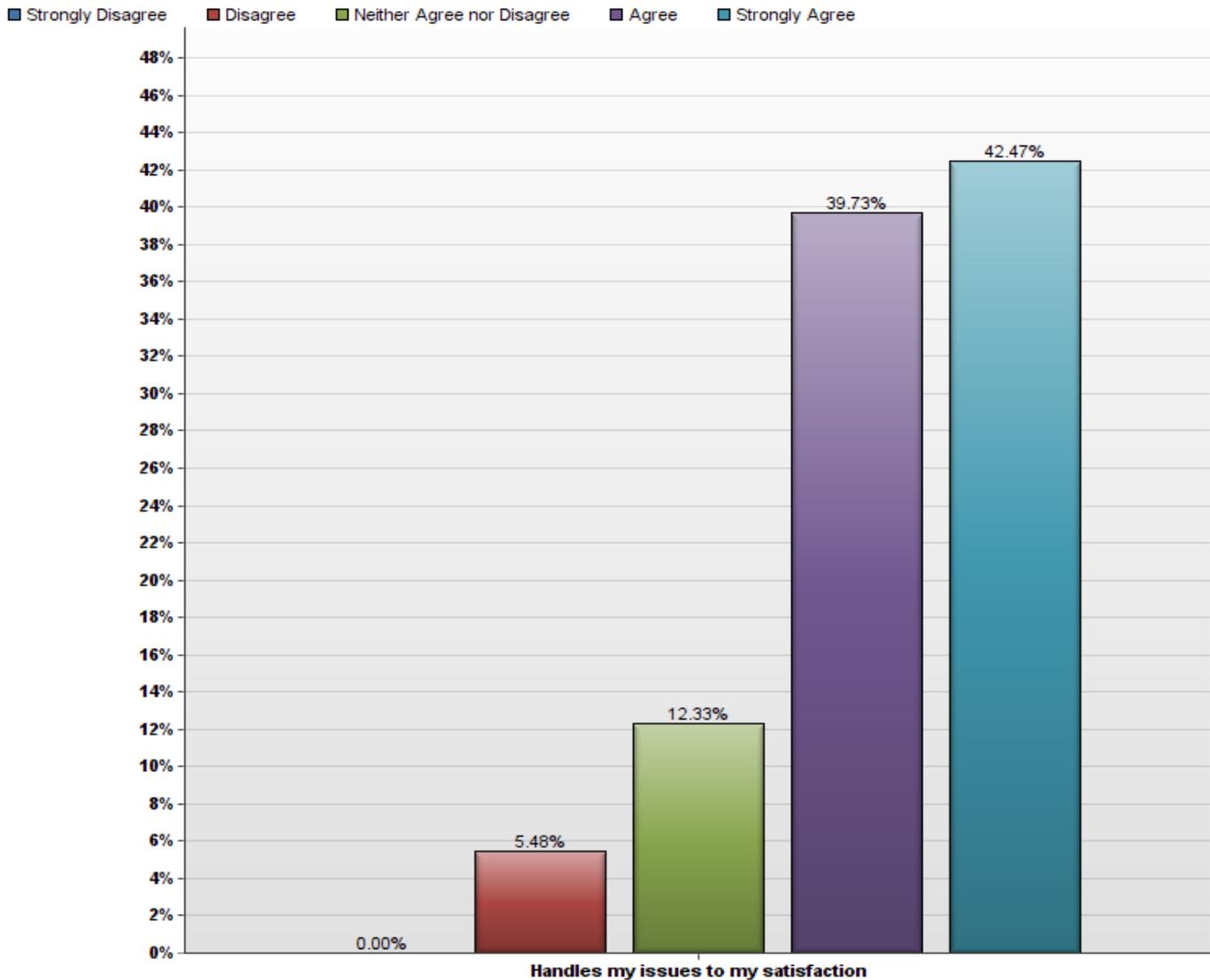
Figure 6



5b. Handles my issues to my satisfaction

Figure 7 relates information on how the respondents thought about Service Center staff handling their questions and concerns. Again, a majority of responses (82.20%) indicated they agreed or strongly agreed that staff handles these

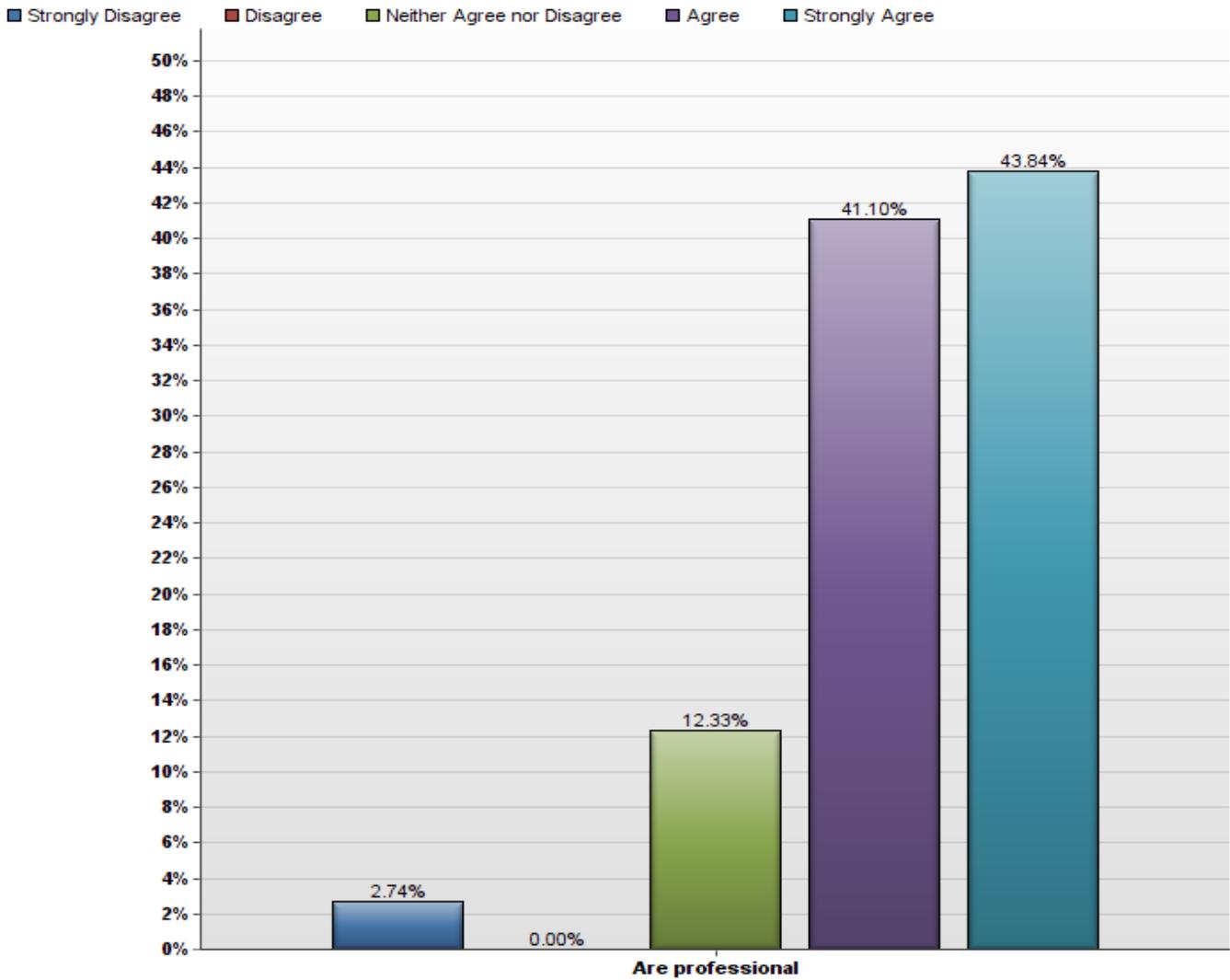
Figure 7



5c. Are professional

Figure 8 relates to how respondents think about the professionalism of the Service Center staff. A high percentage (84.94%) of the 73 clients that answered this question agreed or strongly agreed the staff is professional.

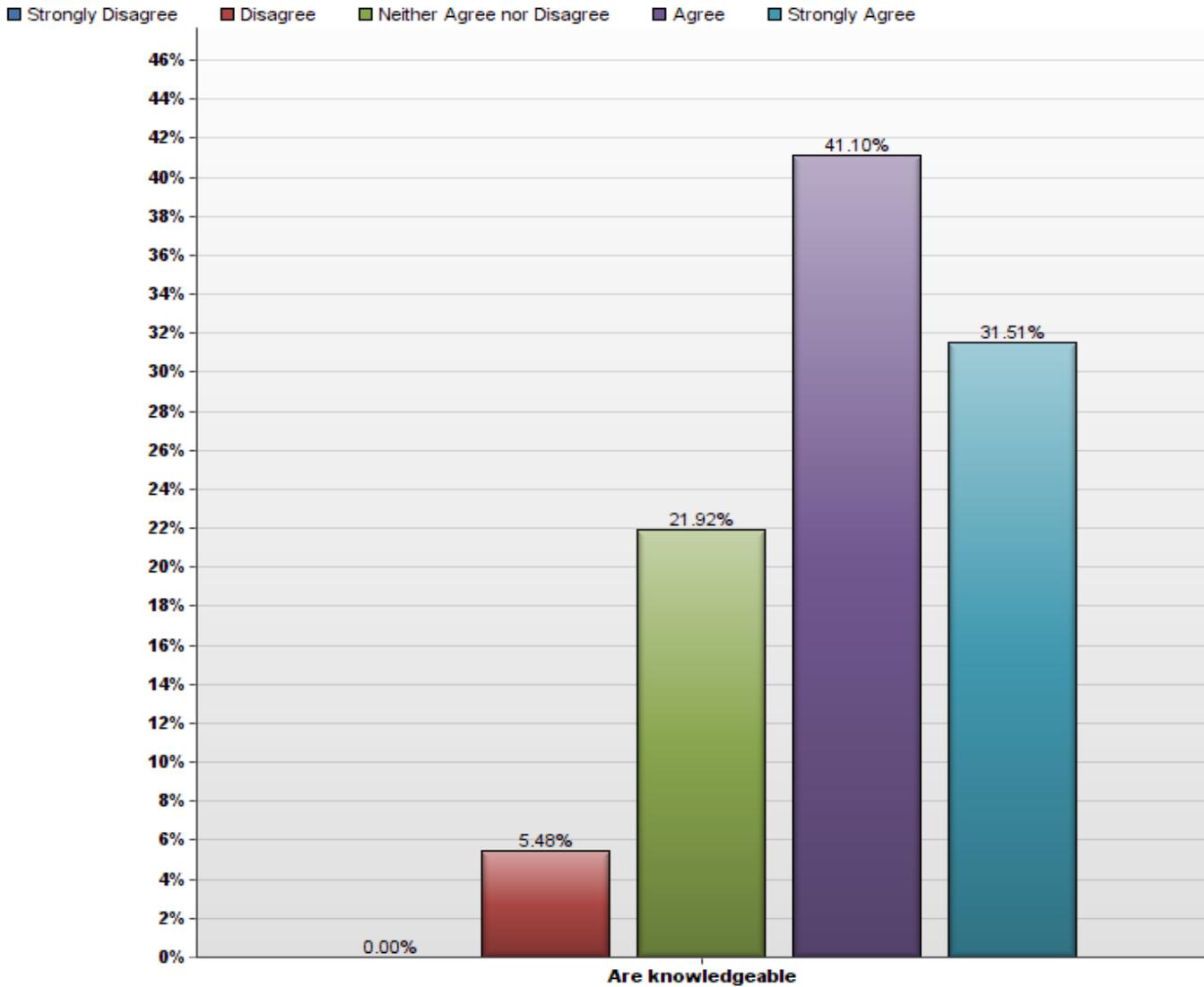
Figure 8



5d. Are knowledgeable

Figure 9 shows what respondents think of the knowledge base of Service Center staff. Again, a majority (72.61%) of the 73 clients responding to the question agreed or strongly agreed. Although, a higher percentage (27.40%) of the respondents for this statement neither agreed nor disagreed or disagreed.

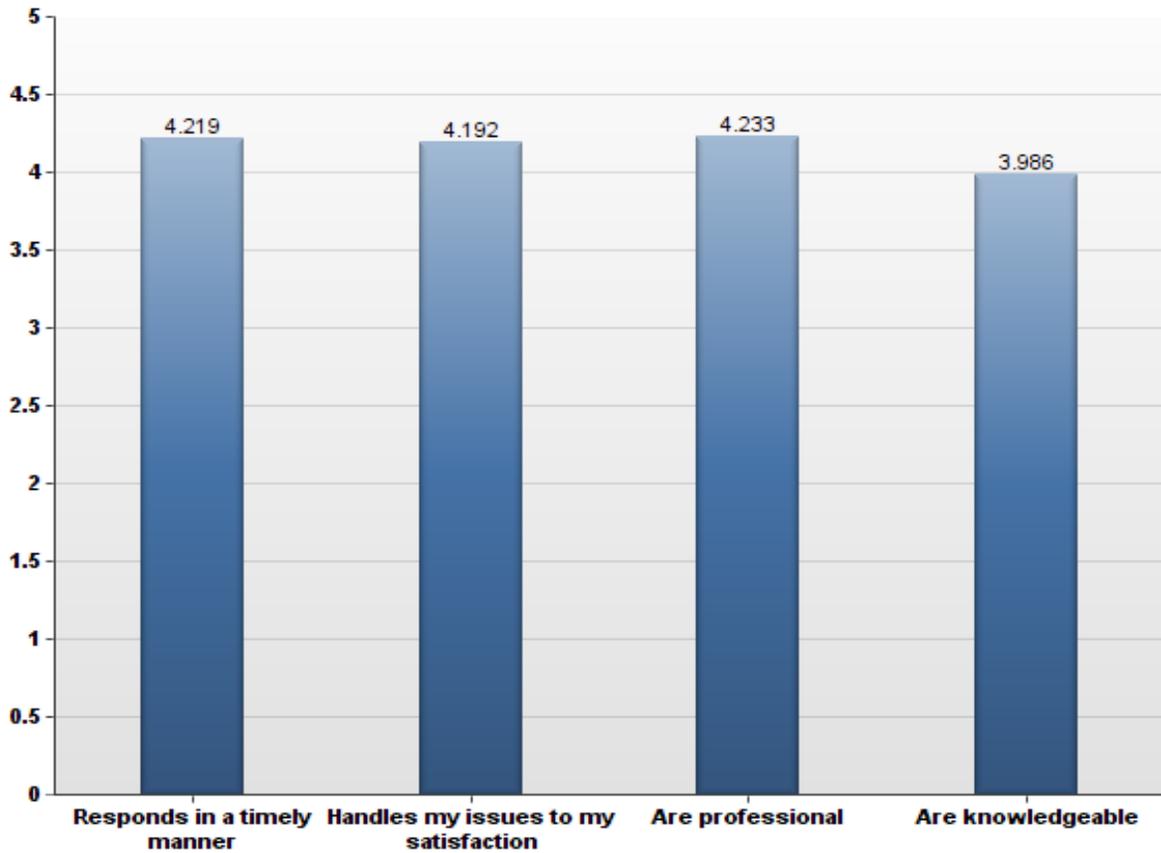
Figure 9



5e. Mean ranking of series 5 statements

Figure 10 shows the mean ranking for the series 5 statements that address how respondents felt about Service Center staff. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median of respondents agreed with the statements, with being knowledgeable ranking the lowest at just below agreed.

Figure 10



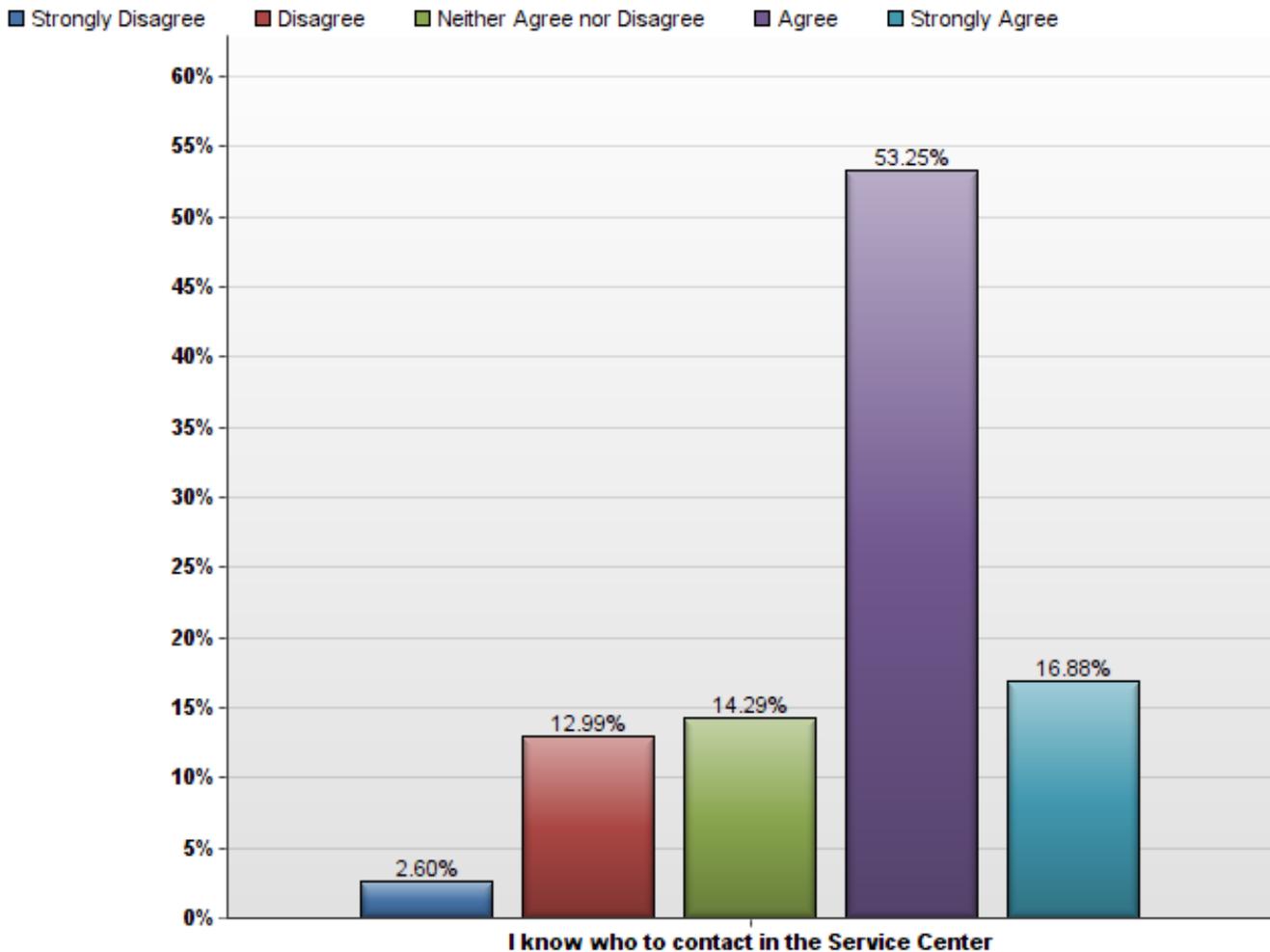
6. Please rate the Service Center in the following:

The series 6 statements address perception of the Service Center and how it meets the client's expectations.

6a. I know who to contact in the Service Center

Figure 11 shows if clients are knowledgeable about their contacts within the Service Center. Over two thirds of the 77 respondents (70.13%) agreed or strongly agreed that they knew who to contact in the Service Center for their questions.

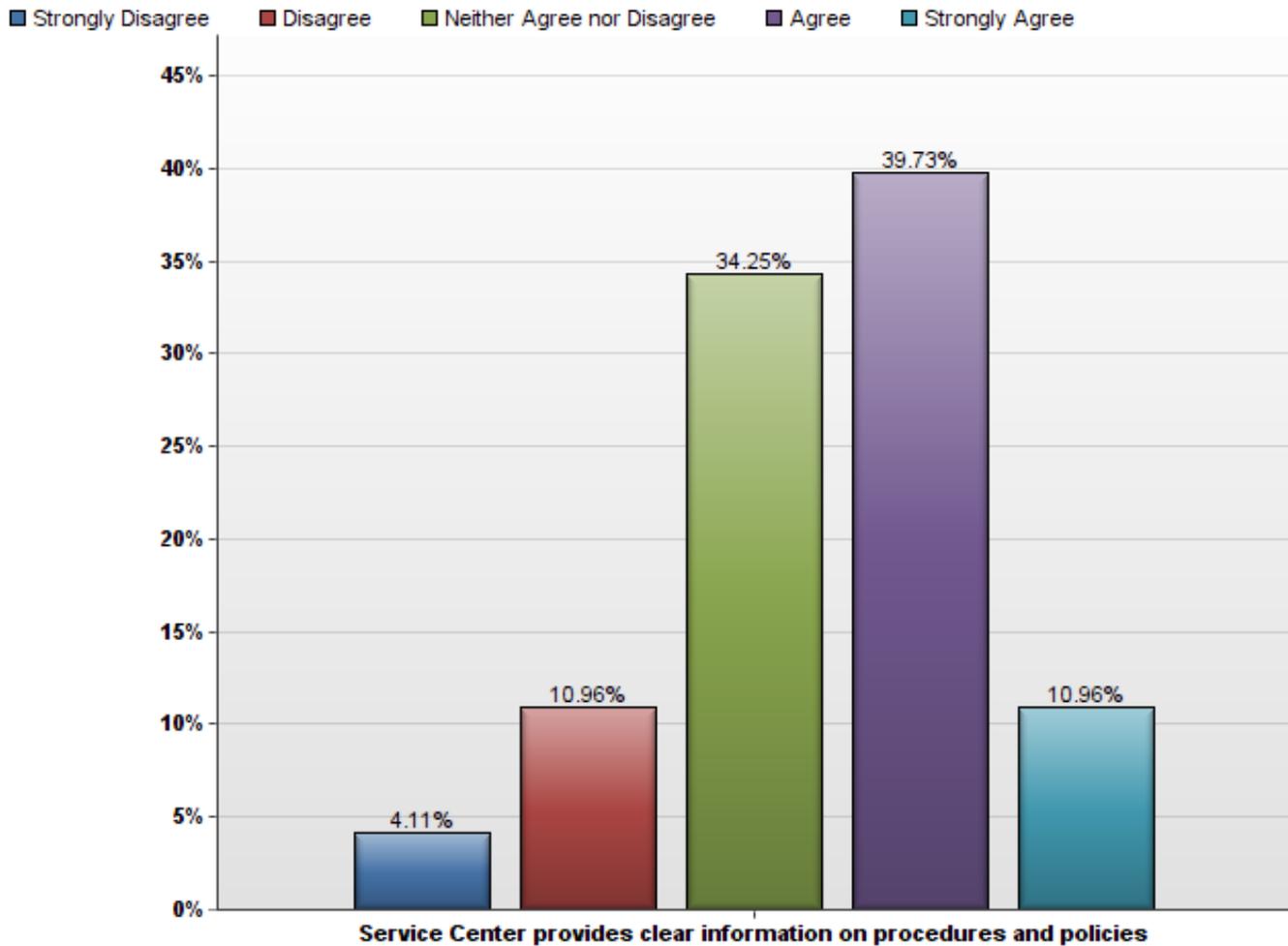
Figure 11



6b. Service Center provides clear information on procedures and policies

Figure 12 shows what the clients think of policy and procedure direction coming from the Service Center. Half of the 73 respondents (50.69%) agreed or strongly agreed that the Service Center provided clear direction. A high amount of respondents (34.25%) neither agreed nor disagreed with the statement.

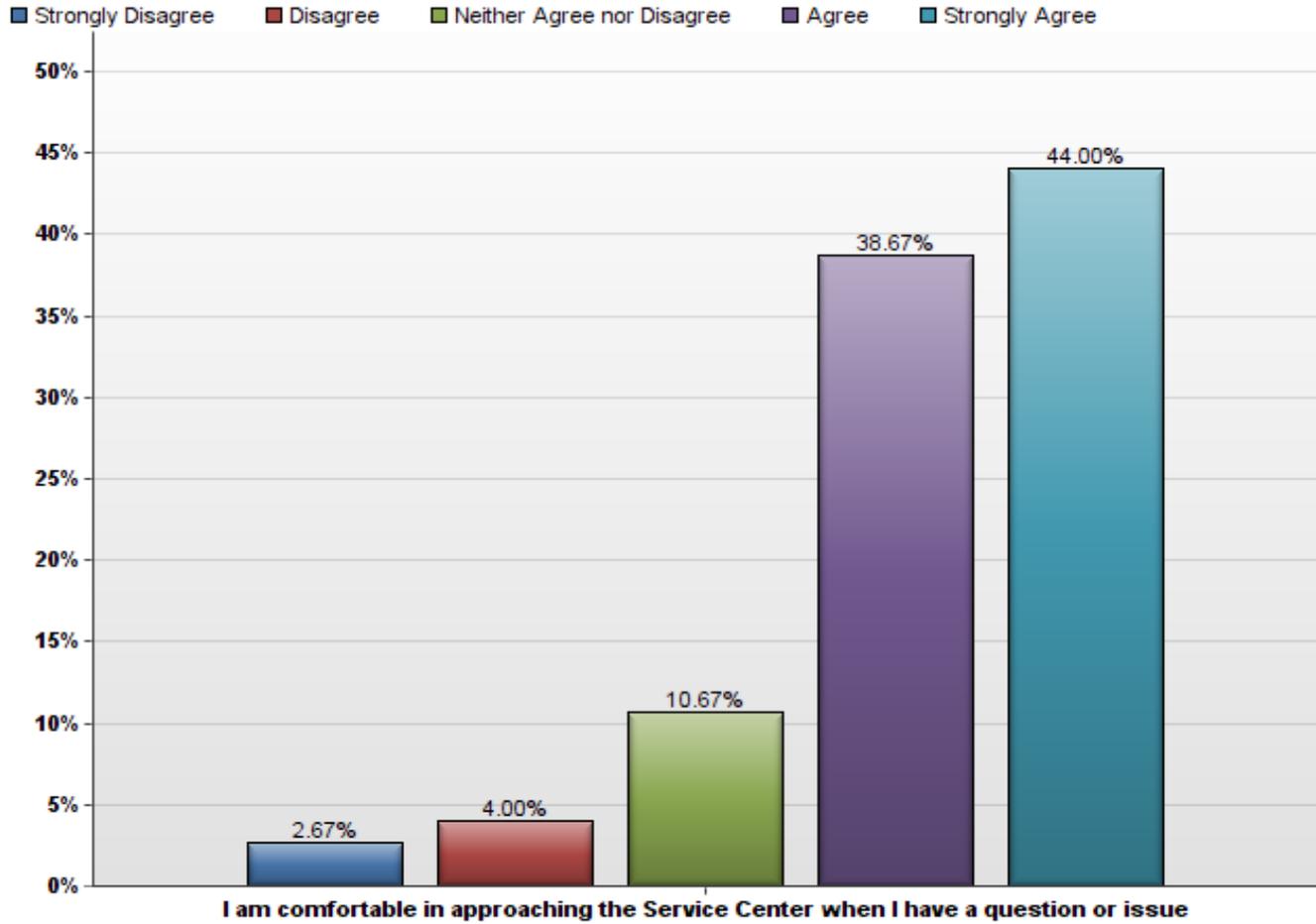
Figure 12



6c. I am comfortable in approaching the Service Center when I have a question or issue

Figure 13 addresses how comfortable clients are with utilizing Service Center when they have questions or issues. A vast majority (82.67%) agreed or strongly agreed with the statement.

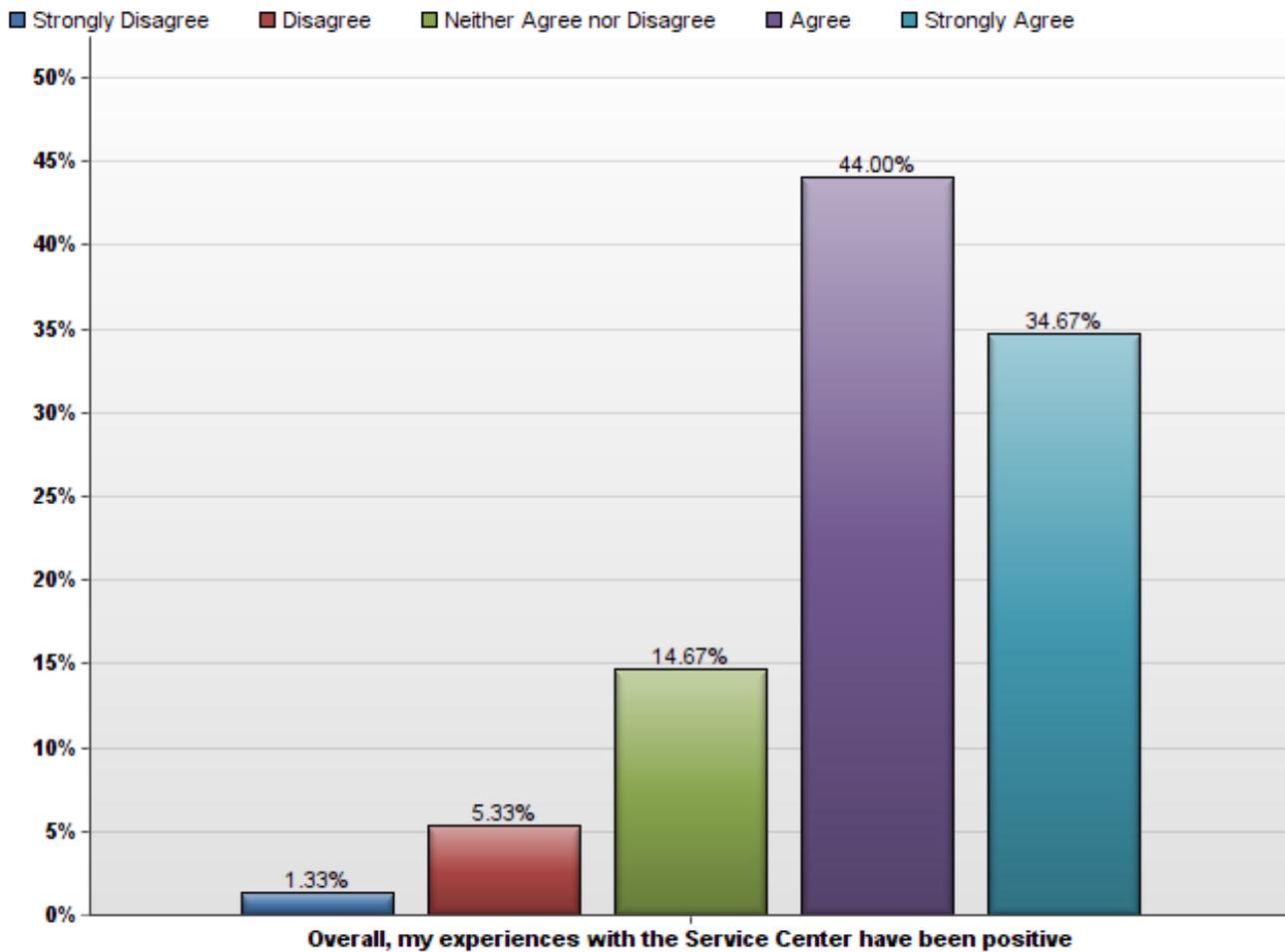
Figure 13



6d. Overall, my experiences with the Service Center have been positive

Figure 14 indicates whether clients have overall positive interactions with the Service Center. Again, a majority (78.67%) of the 75 respondents agreed or strongly agreed that they have had constructive exchanges with staff.

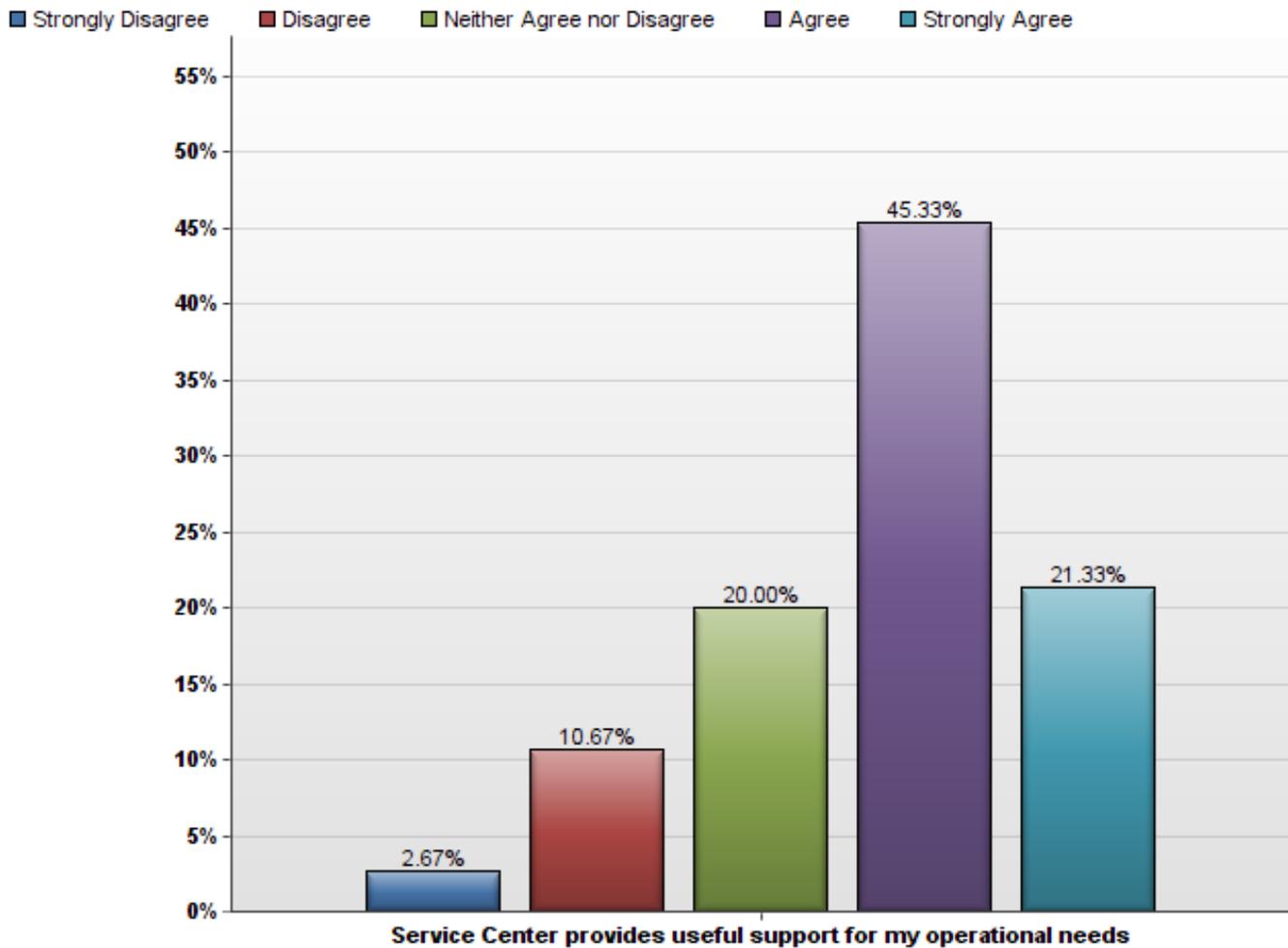
Figure 14



6e. Service Center provides useful support for my operational needs

Figure 15 is a new question for the May 2015 survey and indicates whether respondents believe the Service Center provides useful operational support for their departments. Two thirds (66.66%) of the 75 clients agreed or strongly agreed that the Service Center provides useful support. A large portion of the remaining one third (20.00%) neither agreed nor disagreed with this statement.

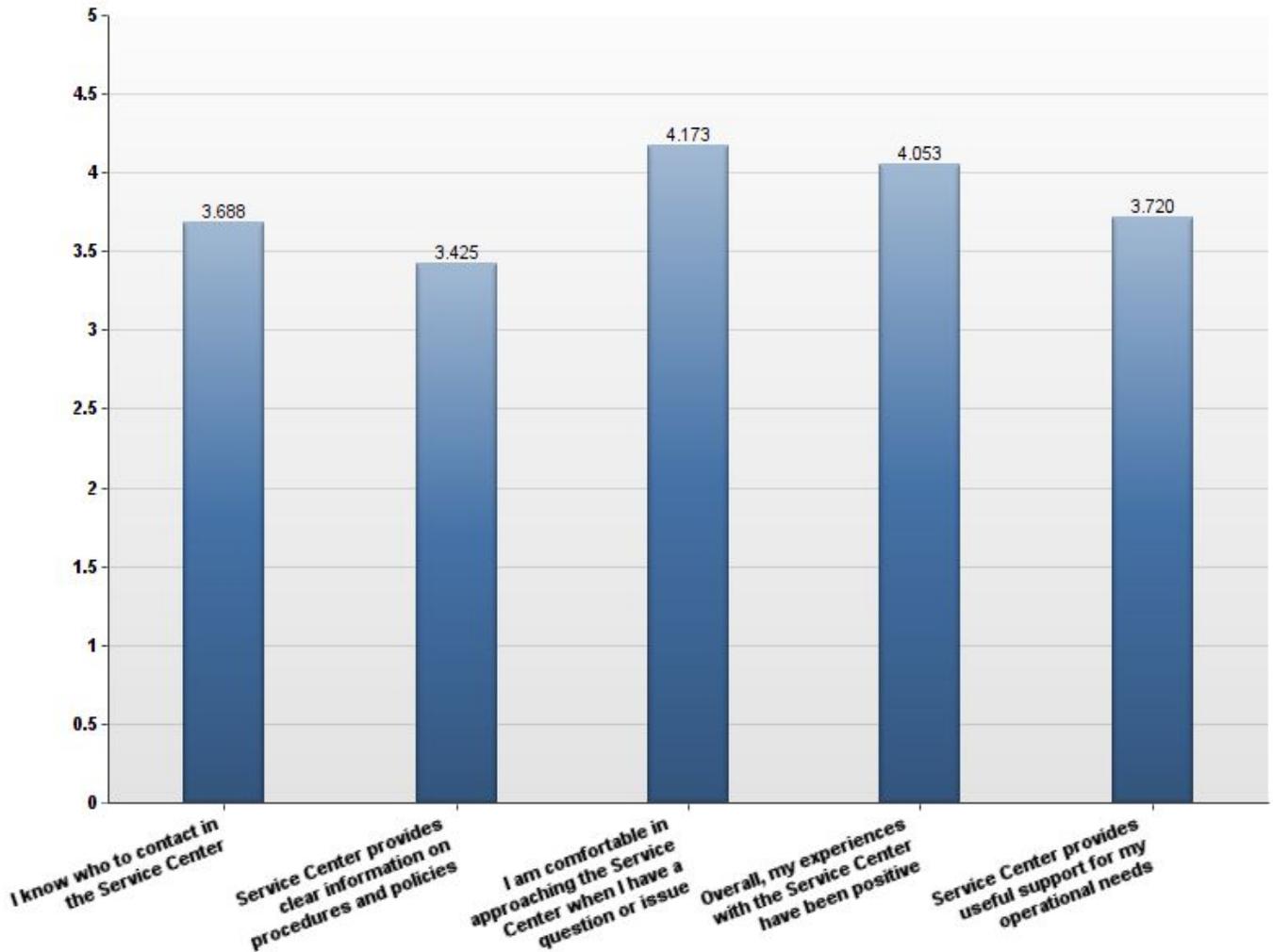
Figure 15



6f. Mean ranking of series 6 statements

Figure 16 shows the mean ranking for the series 6 statements that address how respondents felt about Service Center. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median of respondents either agreed or neither agreed or disagreed with the statements, with providing clear information on procedures and polices ranking the lowest and comfort approaching Service Center the highest.

Figure 16



7. Do you have positive comments that you would like to pass on?

Of the 82 respondents, 32 issued comments in this field. The overall feedback was positive, focusing on the positive, helpful attitude of assigned Service Center staff. Many appreciated the effort of staff to answer questions in a complicated, challenging environment. Some keywords mentioned were:

- Friendly
- Positive
- Kind
- Professional
- Helpful
- Efficient

8. Please tell us what you think can be done to improve the Service Center services

Of the 82 respondents, 30 input comments in this open-ended field. Common themes of constructive feedback included continuing to improve upon training and professional development of Service Center staff, as well as better identifying who to contact within the Service Center for various services.

Other areas of focus identified better processes for purchasing goods and services to prevent time lags and better communication and consistency in policy and procedures.

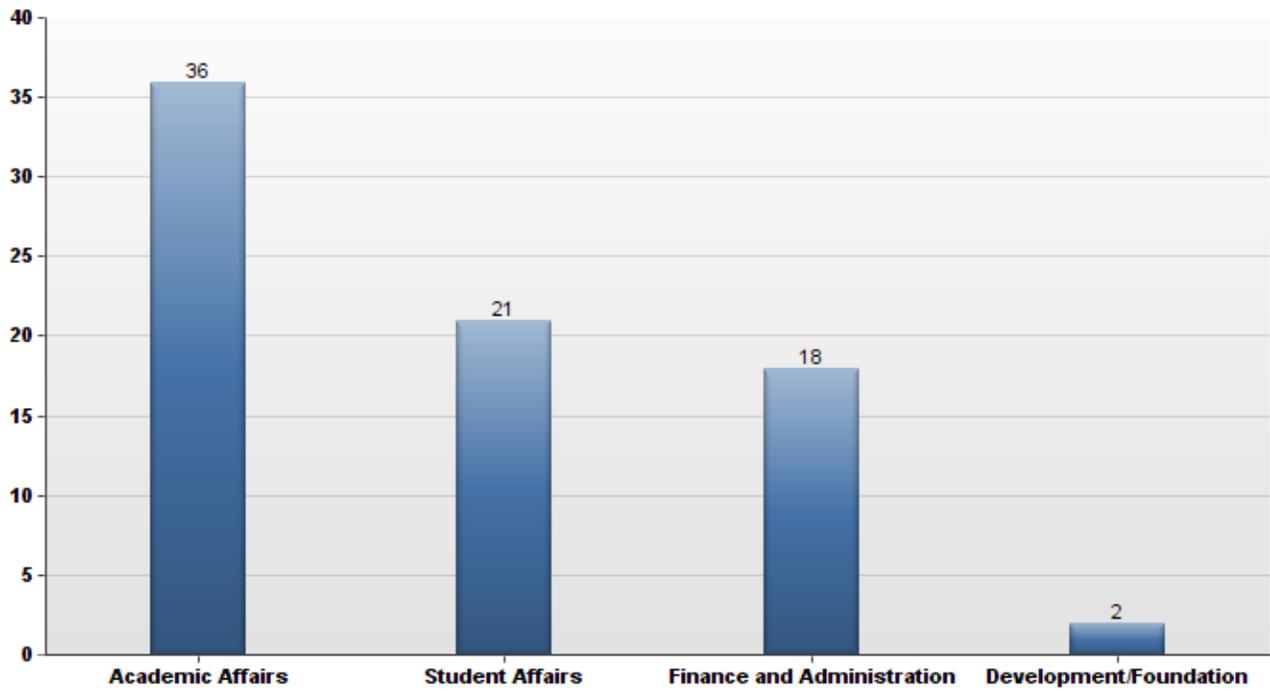
Some comments that touch on these areas include:

- Informing campus when rules and requirements are changed
- Information on the website should clearly identify current policy and procedures
- Assigned Service Center staff could reach out to clients more often
- Helpful to clarify who gets paperwork to avoid delays
- Inform new employees, as well as current staff, about who to contact for what
- Service Center staff being removed from department is difficult
- Better communication and flow between Service Center and central departments (Business Services, Human Resources, Payroll, and Budget Office)

9. In which area do you work?

Figure 17 indicates the breakdown to which area the respondents work at the university.

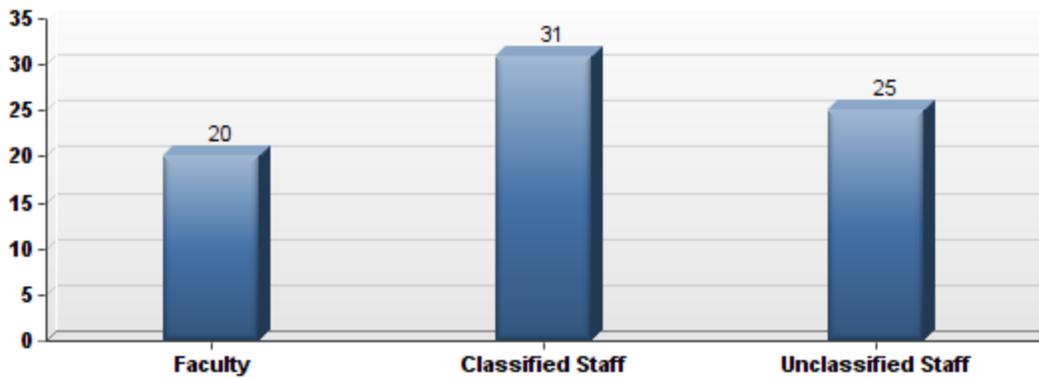
Figure 17



10. What is your position?

Figure 18 indicates which employment class the respondents work.

Figure 18



11. How long have you worked for SOU?

Figure 19 indicates the length of time the respondents have worked for Southern Oregon University.

Figure 19

