



Service
& Center

Service Satisfaction Survey

May 2016

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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 third survey in May 2016. This survey utilized questions from the September 2014 and May 2015 assessments to establish a base comparison of growth, but expanded on some questions to focus insight on perceptions of specific areas within the Service Center. The questionnaire consisted of 34 multiple-choice questions and 2 open-ended questions.

On May 4th, 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 1176 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 23rd.

The survey remained open for two weeks. Of the 1176 invitations sent, a total of 85 surveys were completed, a response rate of 7.2 percent.

Overview of Key Findings

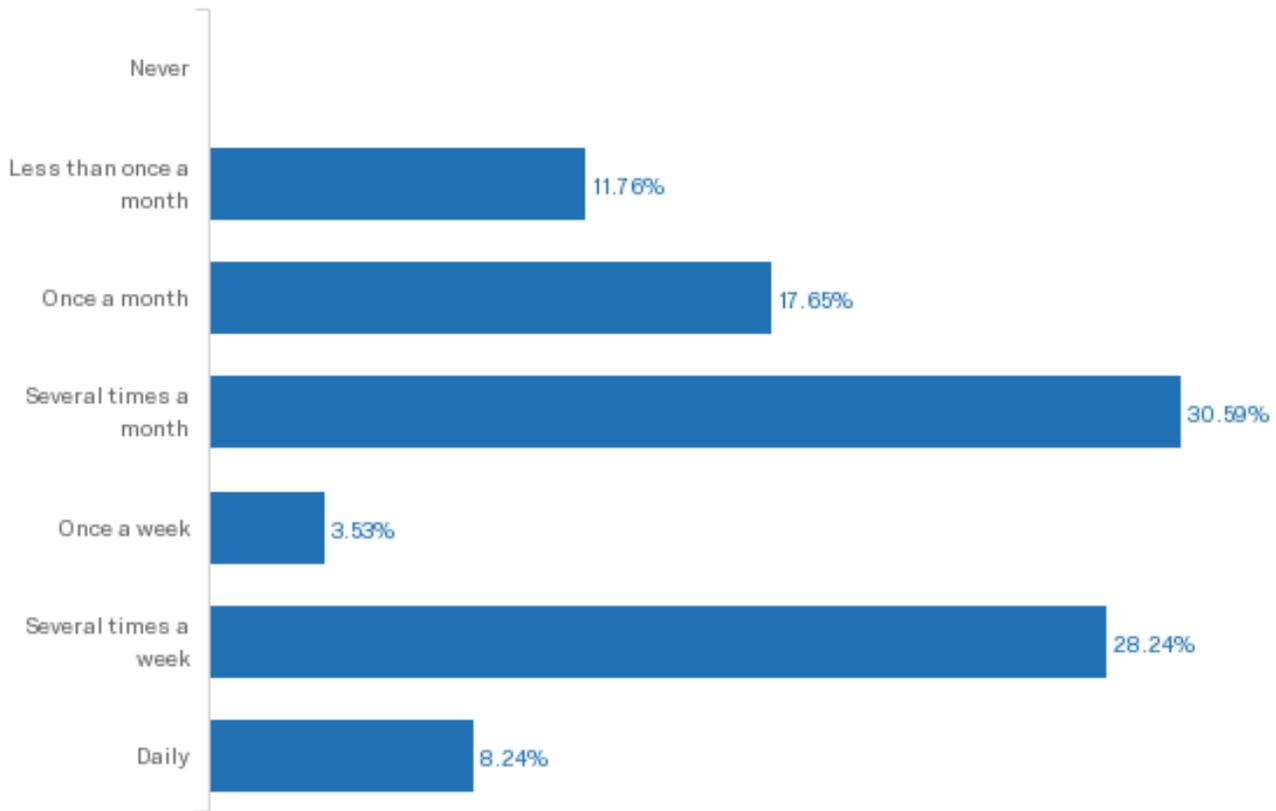
Overall, respondents indicated satisfaction with the Service Center staff and personnel with opportunities for improvement. The survey also indicated areas of frustration with processing and communication. Below are a few key findings in the May 2016 survey.

1. There was a shift upwards from 2015 to 2016 in how often respondents utilized the Service Center (Figure 1). In 2015 53% of respondents used the Service Center several times a month to several times a week. In 2016 that number increased to 62% in those same categories.
2. Respondents still indicated they utilized Payroll and Purchasing services most with a decrease in the percent utilizing those services from 2015 to 2016 (67.57% to 46.91% and 59.45% to 43.68% respectively). Contracting and Other services were utilized the least again in 2016.
3. Email was still ranked the preferred way to both communicate with and receive information from the Service Center (Figures 3 and 4).
4. New this year was dividing May 2015 series 5 statements (rating all Service Center staff) into the specific Service Center areas (Support Specialists, Account and Budget, Human Resources, Payroll, and Front Desk). These responses (series 5, 6, 7, 8, and 9) allowed for greater feedback from the campus on individuals rather than the group. Some specific results from the areas showed:
 - a. Respondents felt the Support Specialists and Payroll groups were strong with professionalism and providing great customer service (Figures 11 and 29).
 - b. The Account and Budget and Front Desk areas ranked at or just below the mean average of **"Agreed"** for all statements (Figures 17 and 35).
 - c. Respondents had ranked the Service Center Human Resources area in all areas between **"Agreed"** and **"Neither agree nor disagree"** making this the area for greatest opportunity (Figure 23).
5. The overall median ranking for the series of statements about the Service Center dropped from 2015 to 2016, with the overall average going down 0.1918 points. As in 2015, the top scoring statements were **"I am comfortable in approaching the Service Center when I have a question or issue"** (median rank in 2015 at 4.173 and 2016 3.9) and **"Overall, my experiences with the Service Center have been positive"** (median rank in 2015 at 4.053 and 2016 3.77). The statement with the greatest opportunity was again **"Service Center provides clear information on procedures and policies"** (2015 median rank of 3.425 and 2016 3.28).
6. In the open-ended comments, respondents again related similar themes as in 2015: friendly staff with eye towards good customer service.
7. Respondents indicated that the Service Center had the opportunity to improve training and knowledge amongst staff, as well as better develop professionalism and response times to queries.

1. How often do you use the Service Center?

Figure 1 shows representation of the frequency respondents utilize the Service Center. Of the 85 users who answered the question, a majority (62%) utilize services between several times a month and several 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 (46.91%) and Purchasing (43.68%) with responses between Sometimes and Always. The least utilized services are Other (19.17%) and Contracting (25.57%) with responses between Sometimes and Always.

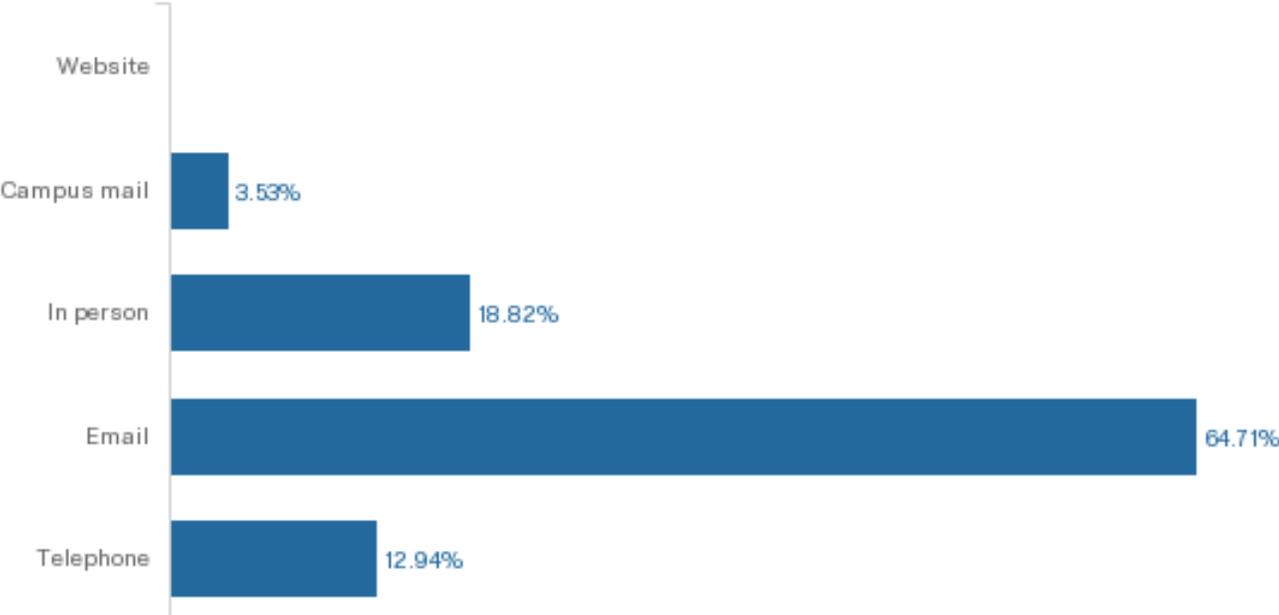
Figure 2



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 (64.71%) with coming in person (18.82%) next.

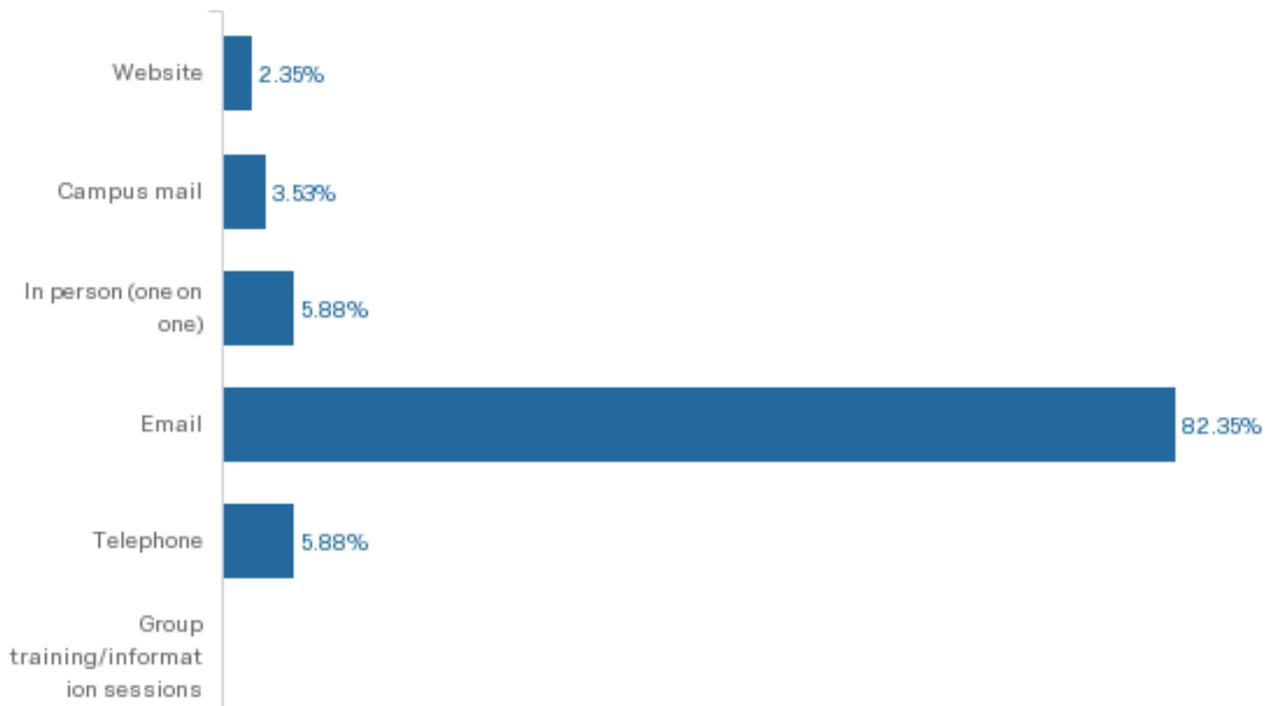
Figure 3



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 (82.35%) with phone calls and in person being a distant second at 5.88% each.

Figure 4



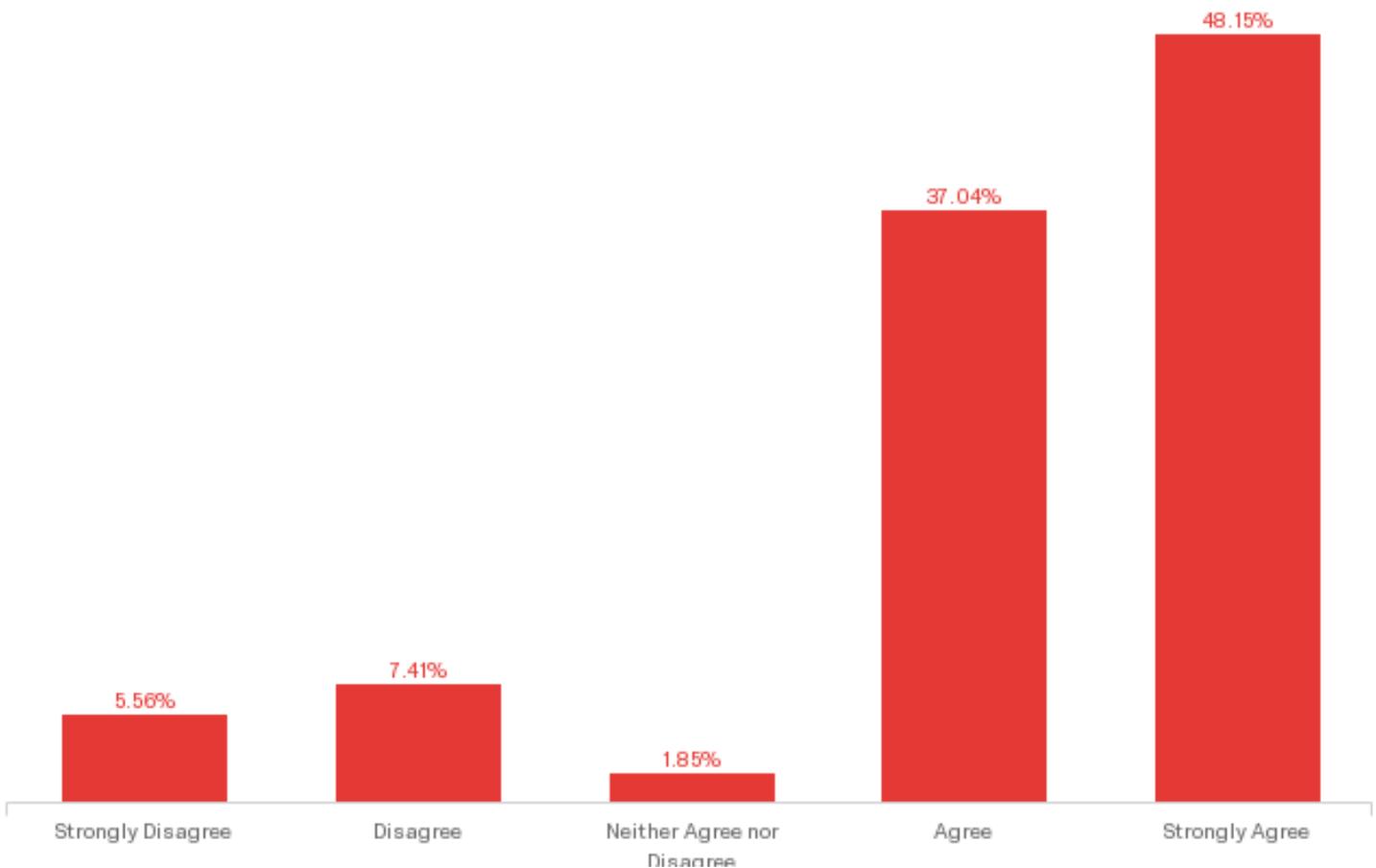
5. Please rate Service Center Purchasing and Contracting (Support Specialists) staff in the following:

The series 5 statements address perception of the Service Center Support Specialists and how they **address the client's needs**. This is different than the past two surveys where staff interaction was combined into one category.

5a. Responds in a timely manner

Figure 6 details how the respondents feel Support Specialists respond to their queries in an efficient manner. A majority (85.19%) of the clients replying agreed or strongly agreed that the Service Center Purchasing and Contracting staff is timely in responding.

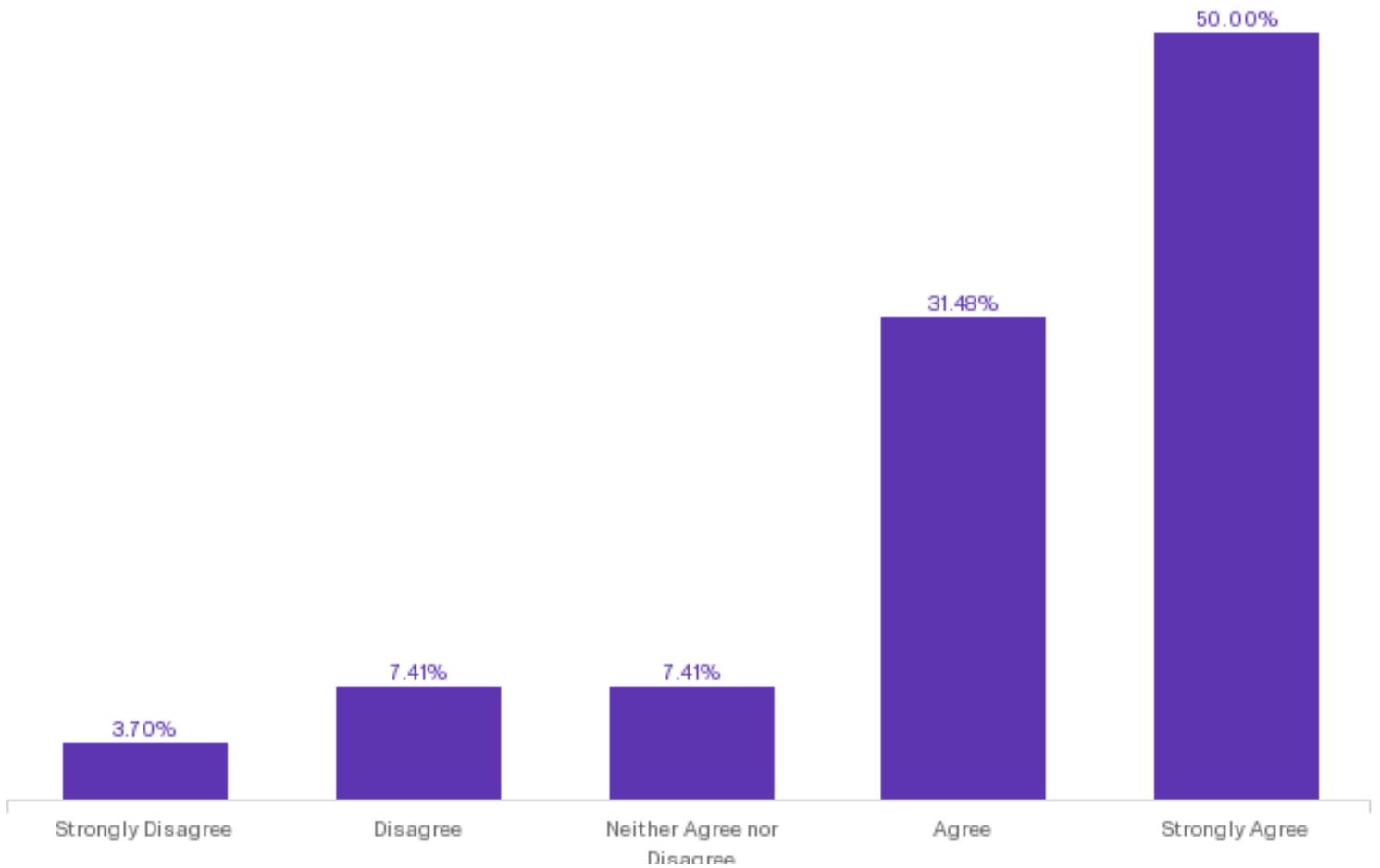
Figure 6



5b. Handles my issues to my satisfaction

Figure 7 relates information on how the respondents thought about Support Specialists handling their questions and concerns. Again, a majority of responses (81.48%) indicated they agreed or strongly agreed that staff handles these

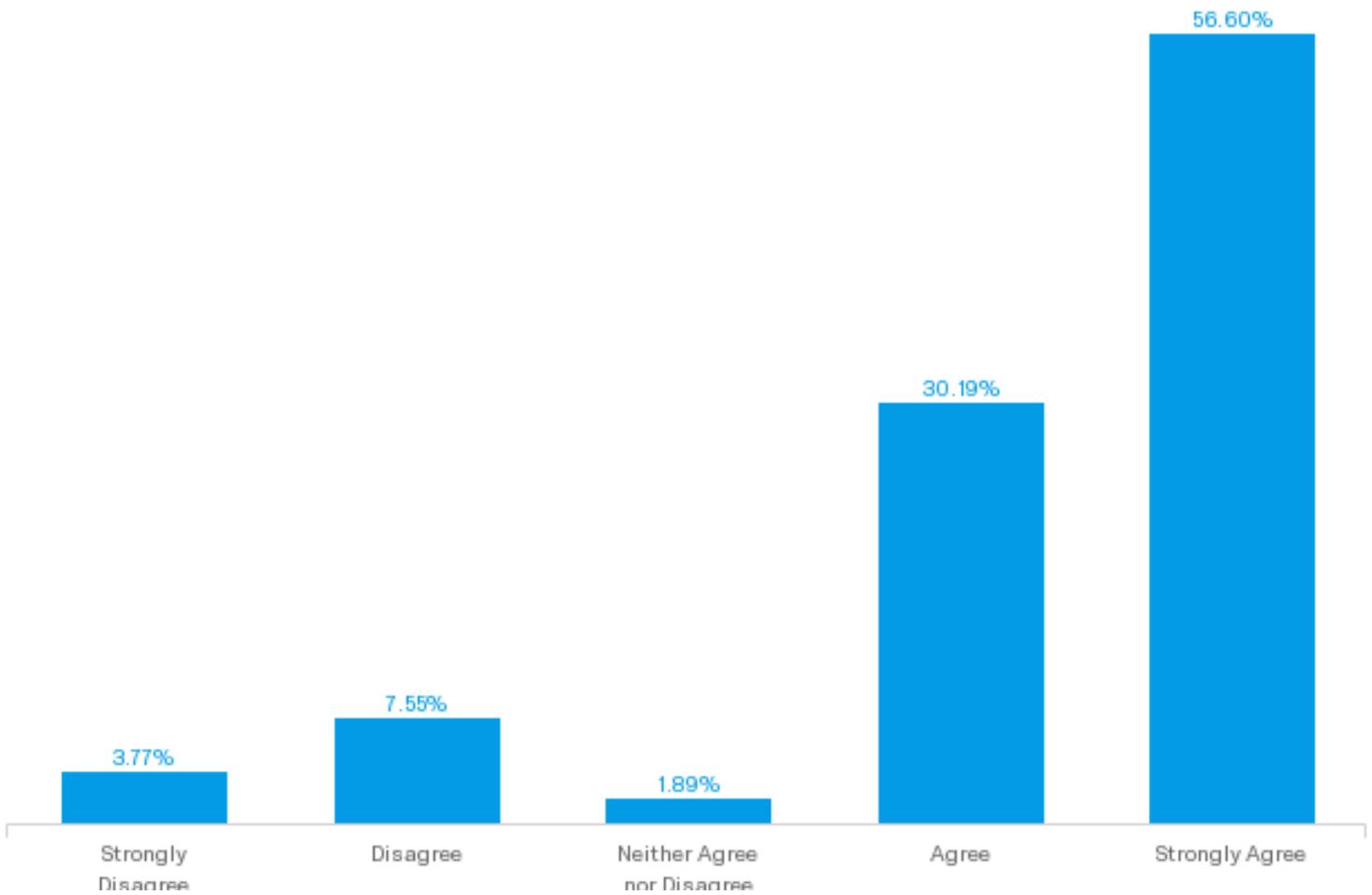
Figure 7



5c. Are professional

Figure 8 relates to how respondents think about the professionalism of the Purchasing and Contracting Staff. A high percentage (86.79%) of the 53 clients that answered this question agreed or strongly agreed the staff is professional.

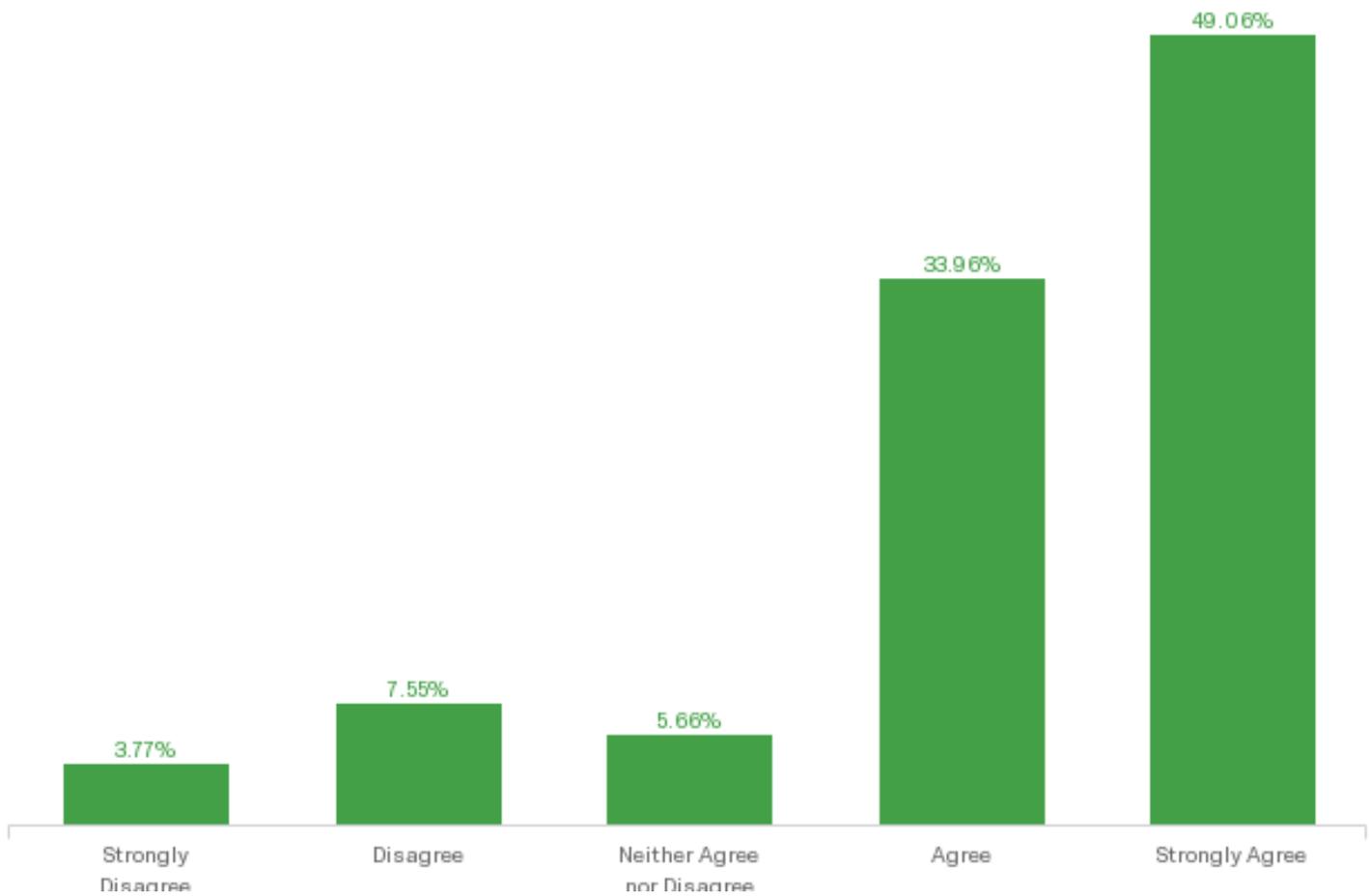
Figure 8



5d. Are knowledgeable

Figure 9 shows what respondents think of the knowledge base of the Support Specialists. Again, a majority (83.02%) of the 53 clients responding to the question agreed or strongly agreed.

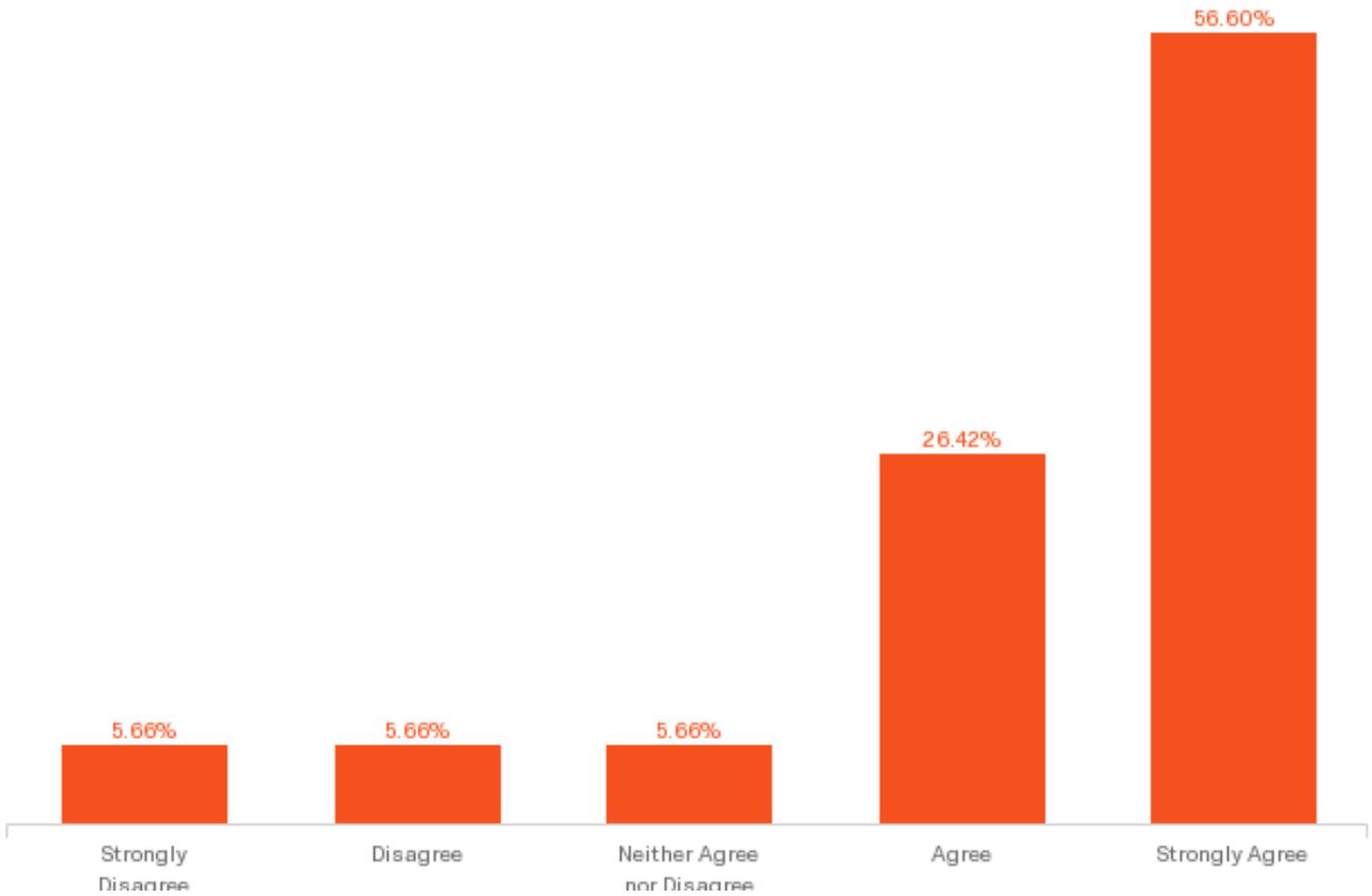
Figure 9



5e. Provides great customer service

Figure 10 shows what respondents thought of the customer service provided by the Support Specialists. Again, a majority (83.02%) of the 53 clients responding to the question agreed or strongly agreed.

Figure 10



5f. Mean ranking of series 5 statements

Figure 11 shows the mean ranking for the series 5 statements that address how respondents felt about Service Center Purchasing and Contracting staff. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median of respondents agreed with the statements, with “Responds in a timely manner” ranking the lowest at just above agreed.

Figure 11



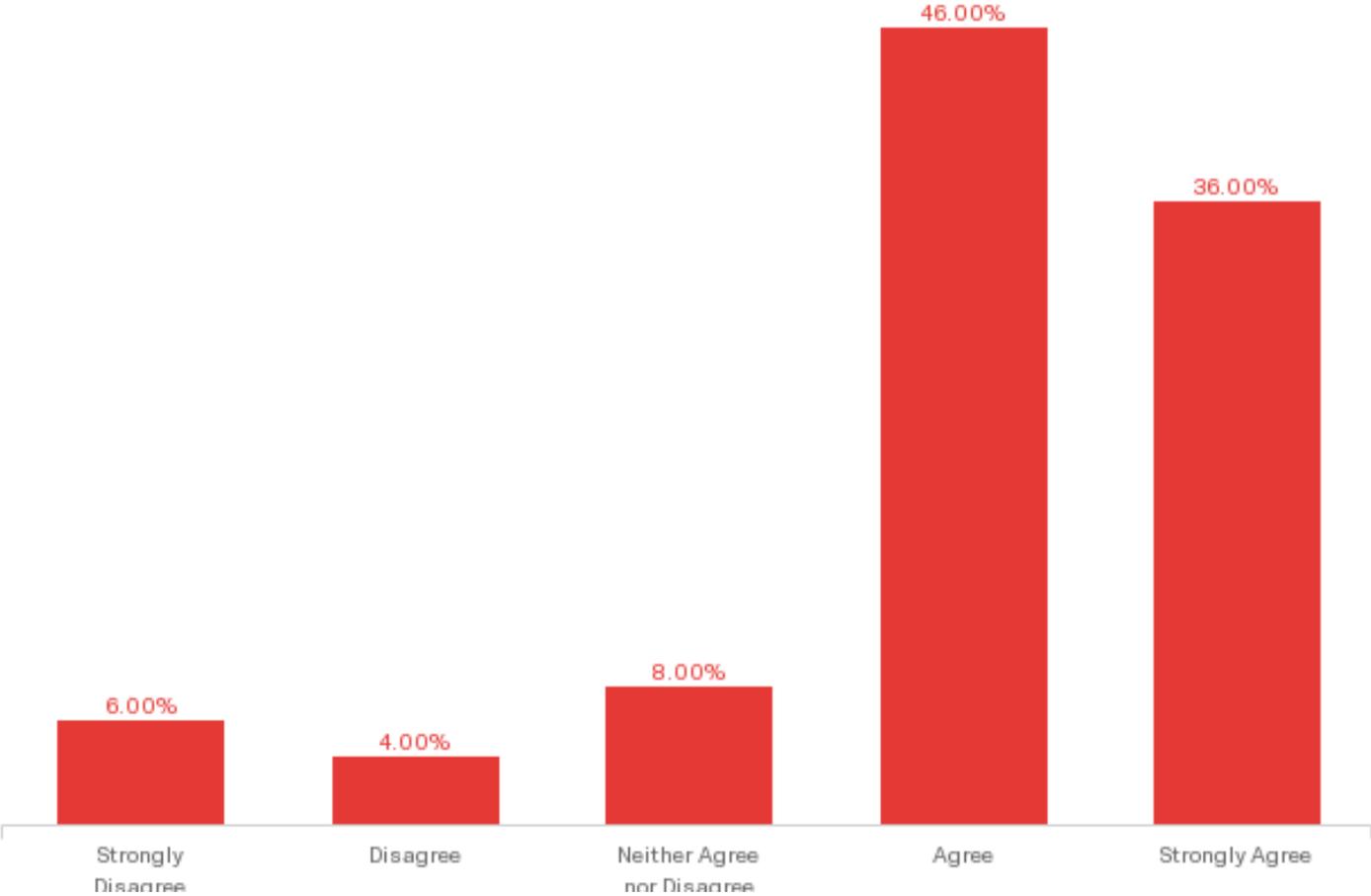
6. Please rate Service Center Account and Budget staff in the following:

The series 6 statements address perception of the Service Center Account and Budget Specialists and how they address the client's needs. This is different than the past two surveys where staff interaction was combined into one category.

6a. Responds in a timely manner

Figure 12 details how the respondents feel Account and Budget Specialists respond to their queries in an efficient manner. A majority (82.00%) of the clients replying agreed or strongly agreed that the Service Center Purchasing and Contracting staff is timely in responding.

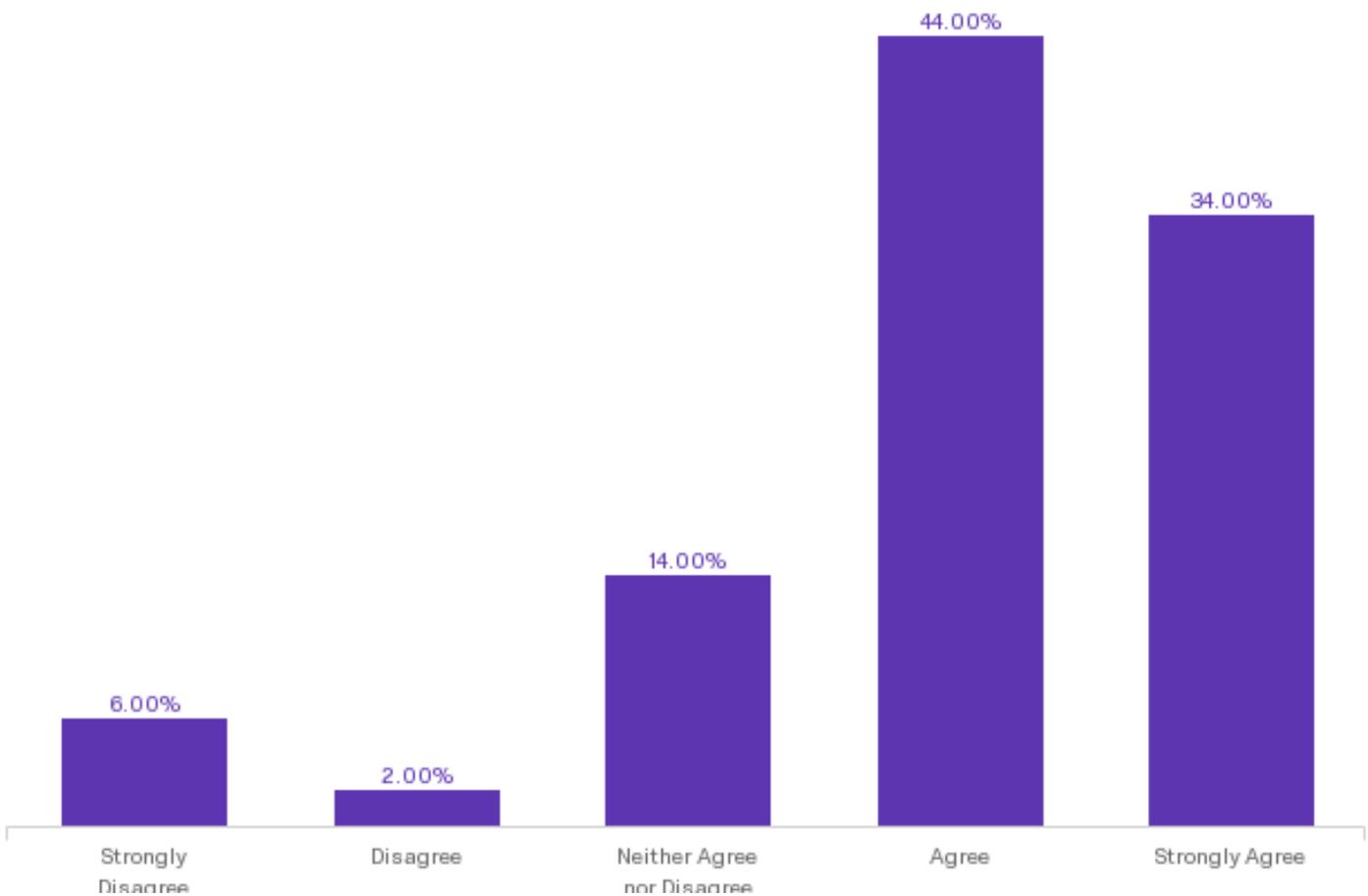
Figure 12



6b. Handles my issues to my satisfaction

Figure 13 relates information on how the respondents thought about how Account and Budget Specialists handled their questions and concerns. Again, a majority of responses (78%) indicated they agreed or strongly agreed that staff handles these. However, a larger portion (14%) neither agreed nor disagreed with this statement.

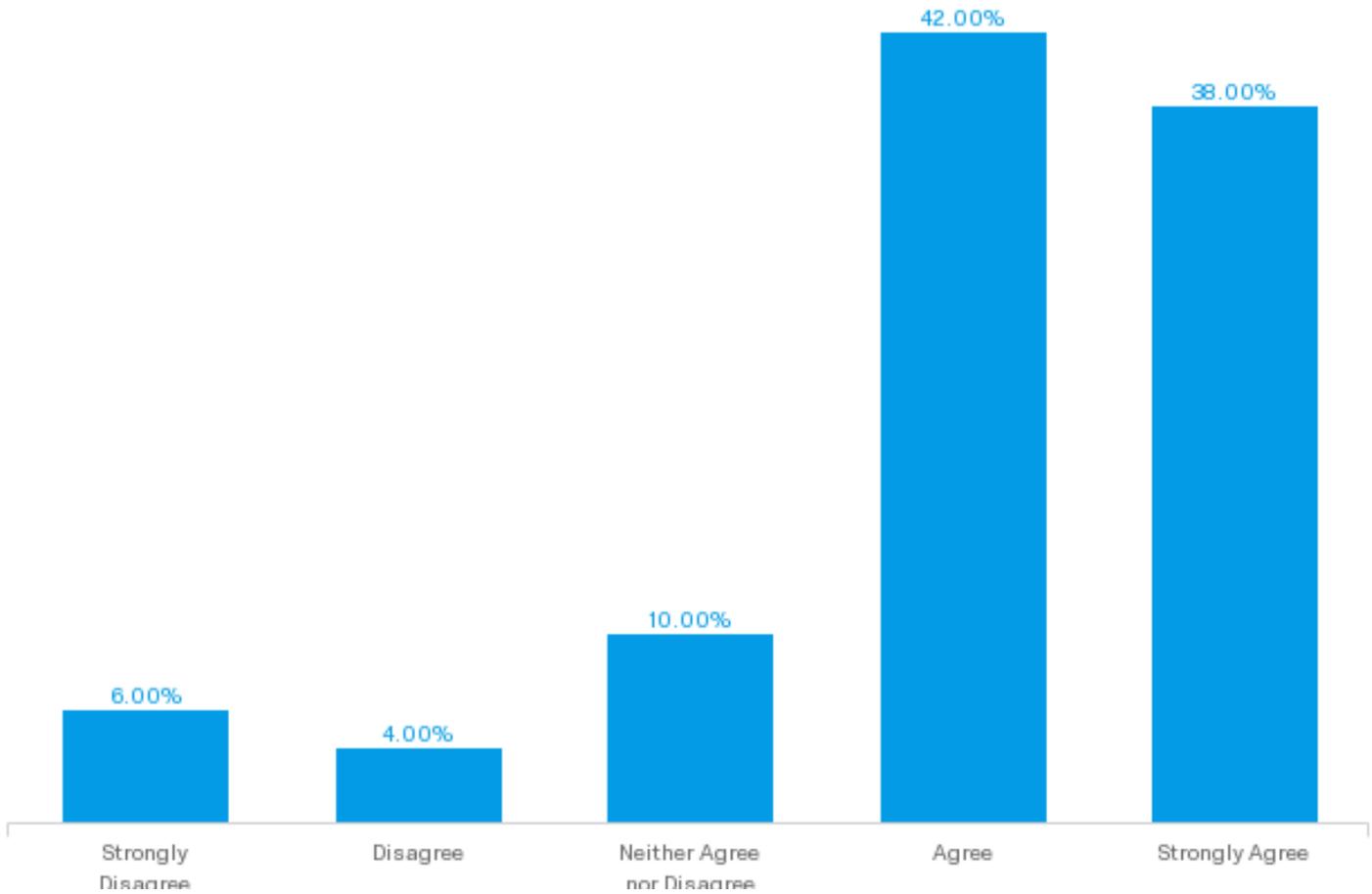
Figure 13



6c. Are professional

Figure 14 relates to how respondents thought about the professionalism of the Account and Budget Staff. A high percentage (80.00%) of the 50 clients that answered this question agreed or strongly agreed the staff is professional.

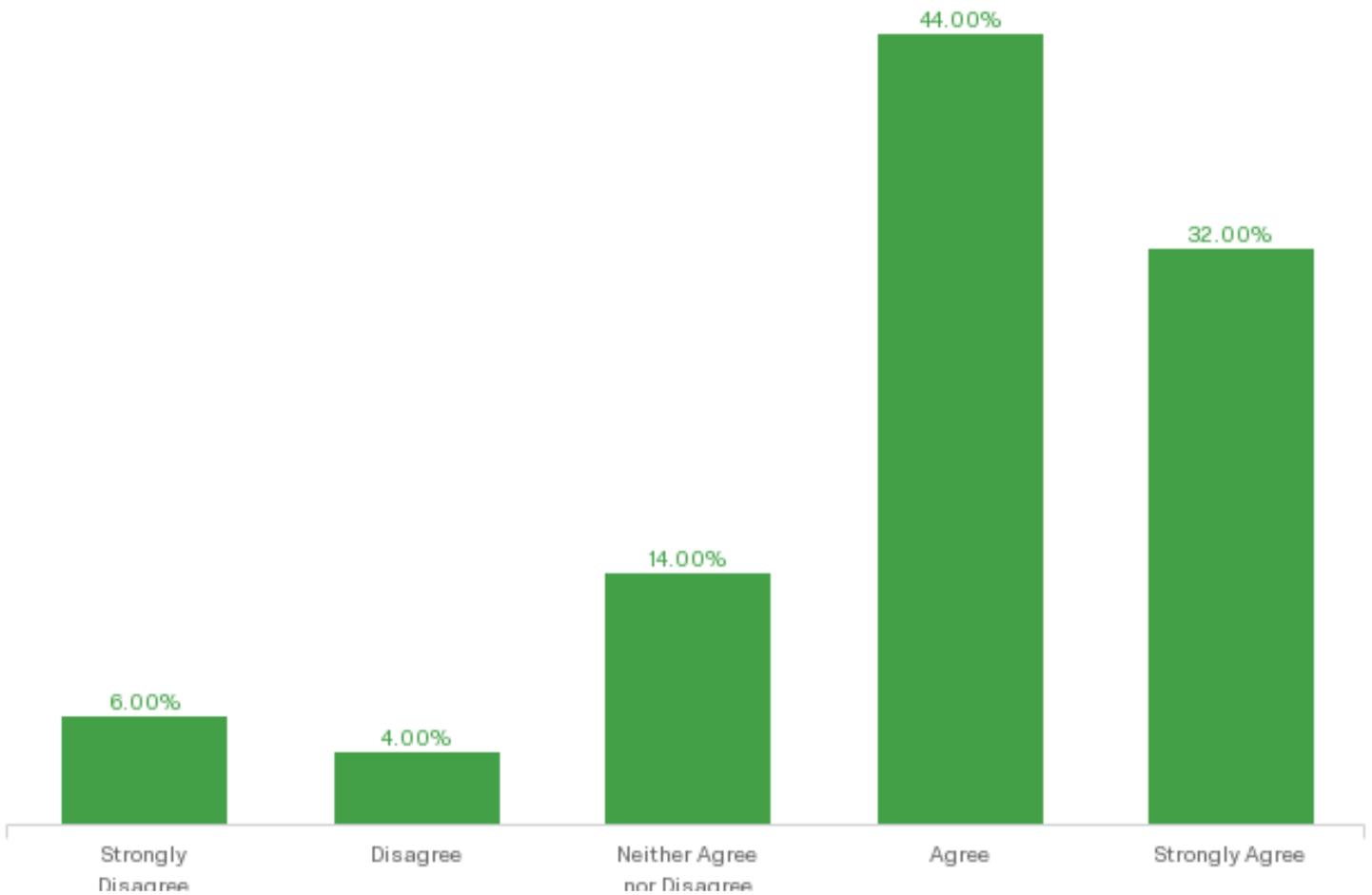
Figure 14



6d. Are knowledgeable

Figure 15 shows what respondents thought of the knowledge base of the Account and Budget Specialists. Again, a majority (76.00%) of the 50 clients responding to the question agreed or strongly agreed. However, again a larger portion of the remainder (14%) neither agreed nor disagreed with this statement.

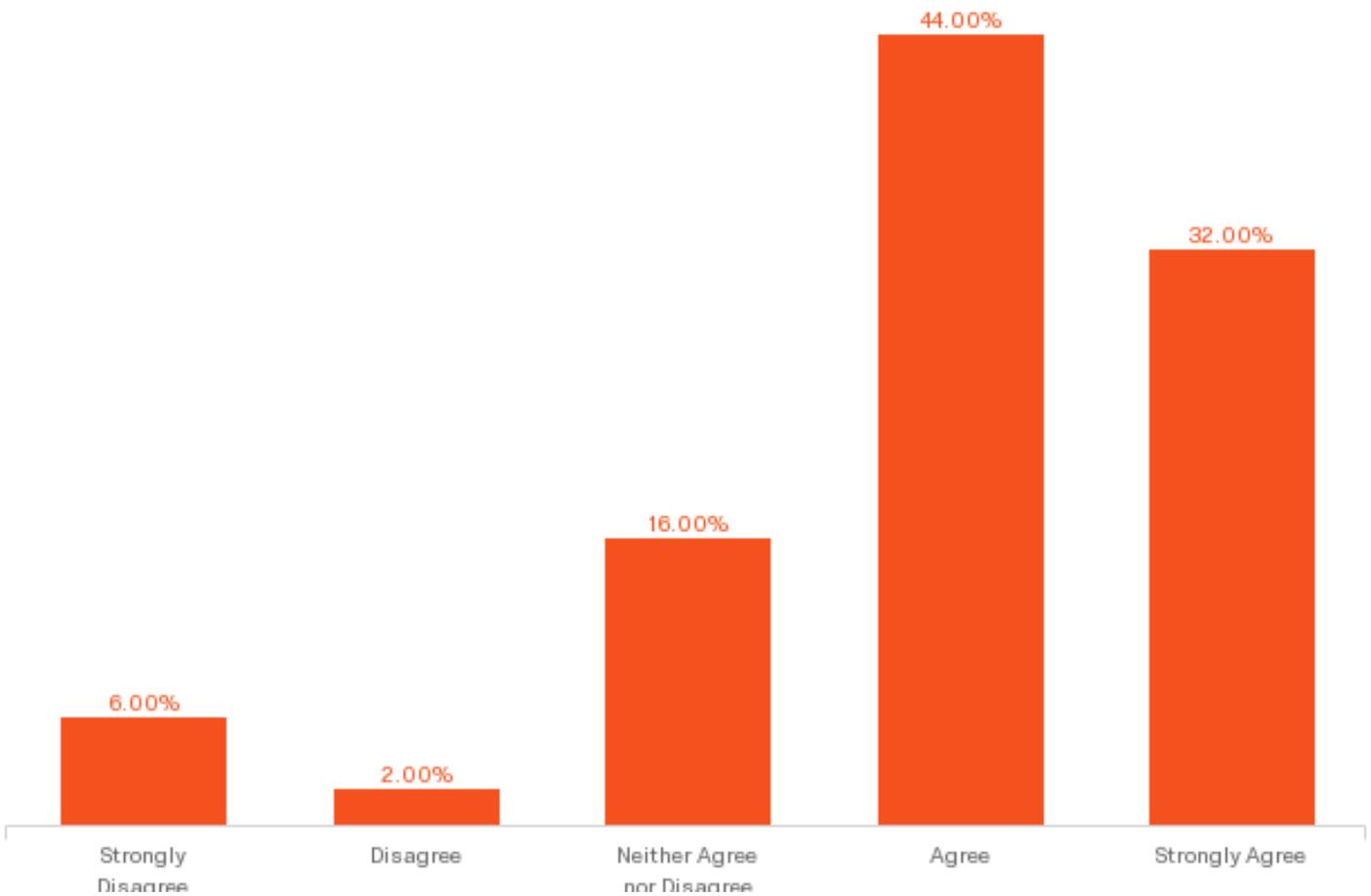
Figure 15



6e. Provides great customer service

Figure 16 shows what respondents thought of the customer service provided by the Account and Budget Specialists. Again, a majority (76.00%) of those responding to the question agreed or strongly agreed. A greater proportion of the remaining (16%) neither agreed nor disagreed.

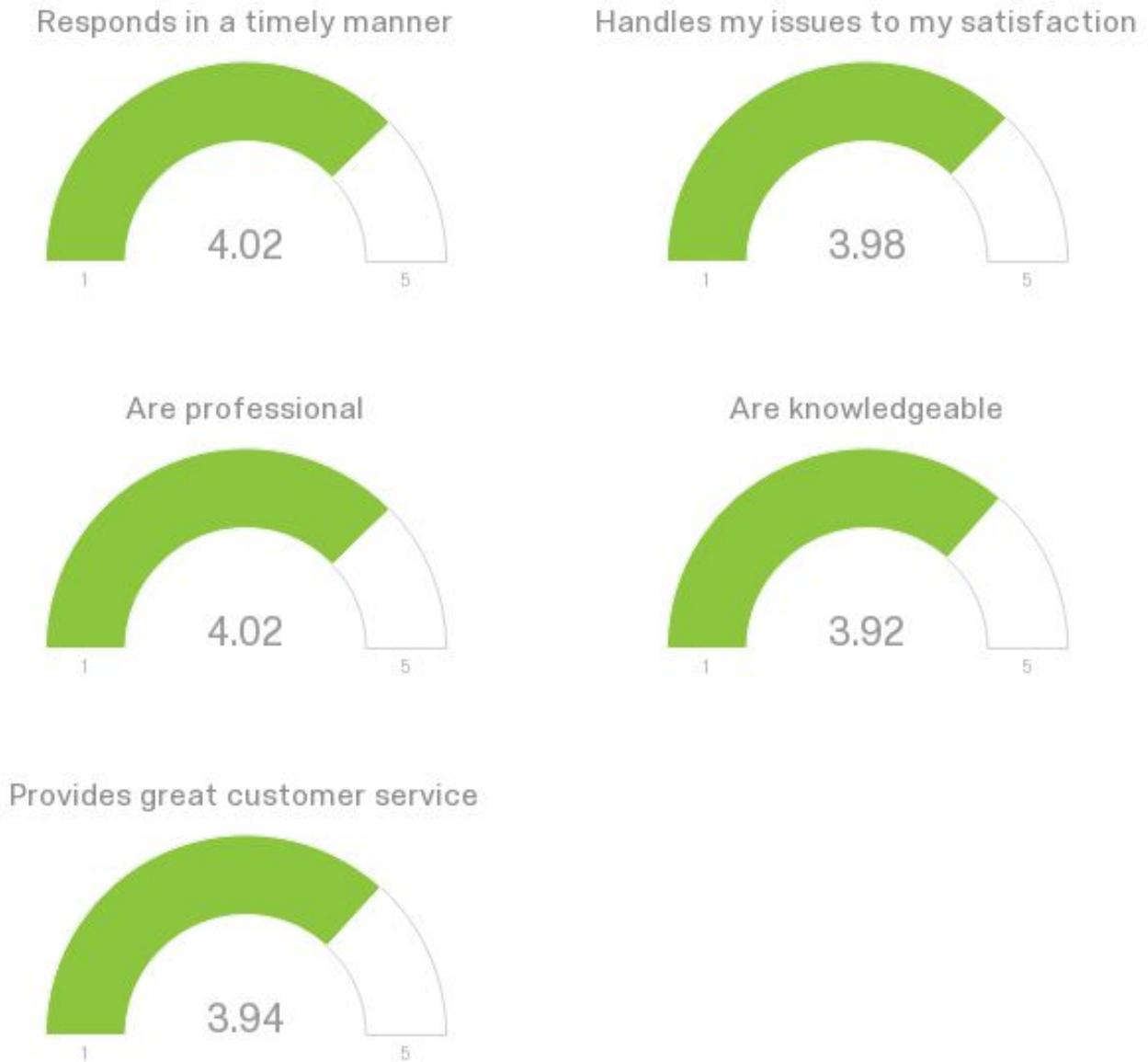
Figure 16



6f. Mean ranking of series 6 statements

Figure 17 shows the mean ranking for the series 6 statements that address how respondents felt about Service Center Account and Budget staff. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median being at or just below **agreed with the statements**, with “Are knowledgeable” ranking the lowest.

Figure 17



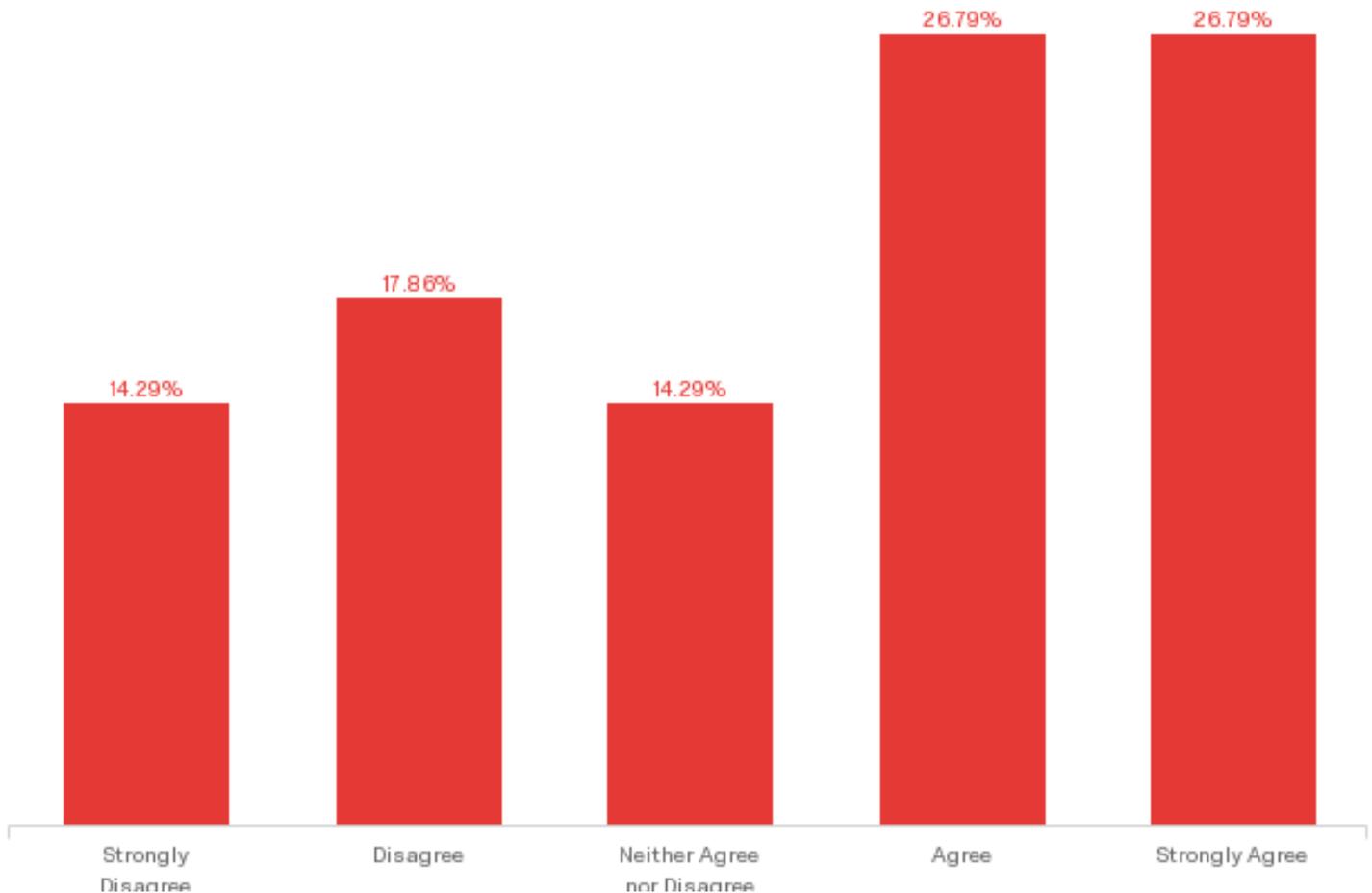
7. Please rate Service Center Human Resources staff in the following:

The series 7 statements address perception of the Service Center Human Resources Specialists and how they address the client's needs. This is different than the past two surveys where staff interaction was combined into one category.

7a. Responds in a timely manner

Figure 18 details how the respondents felt Service Center Human Resources Specialists respond to their queries in an efficient manner. Just over half (53.58%) of the 56 clients replying agreed or strongly agreed that the Service Center Purchasing and Contracting staff is timely in responding. A third of respondents (32.15%) disagreed or strongly disagreed with this statement.

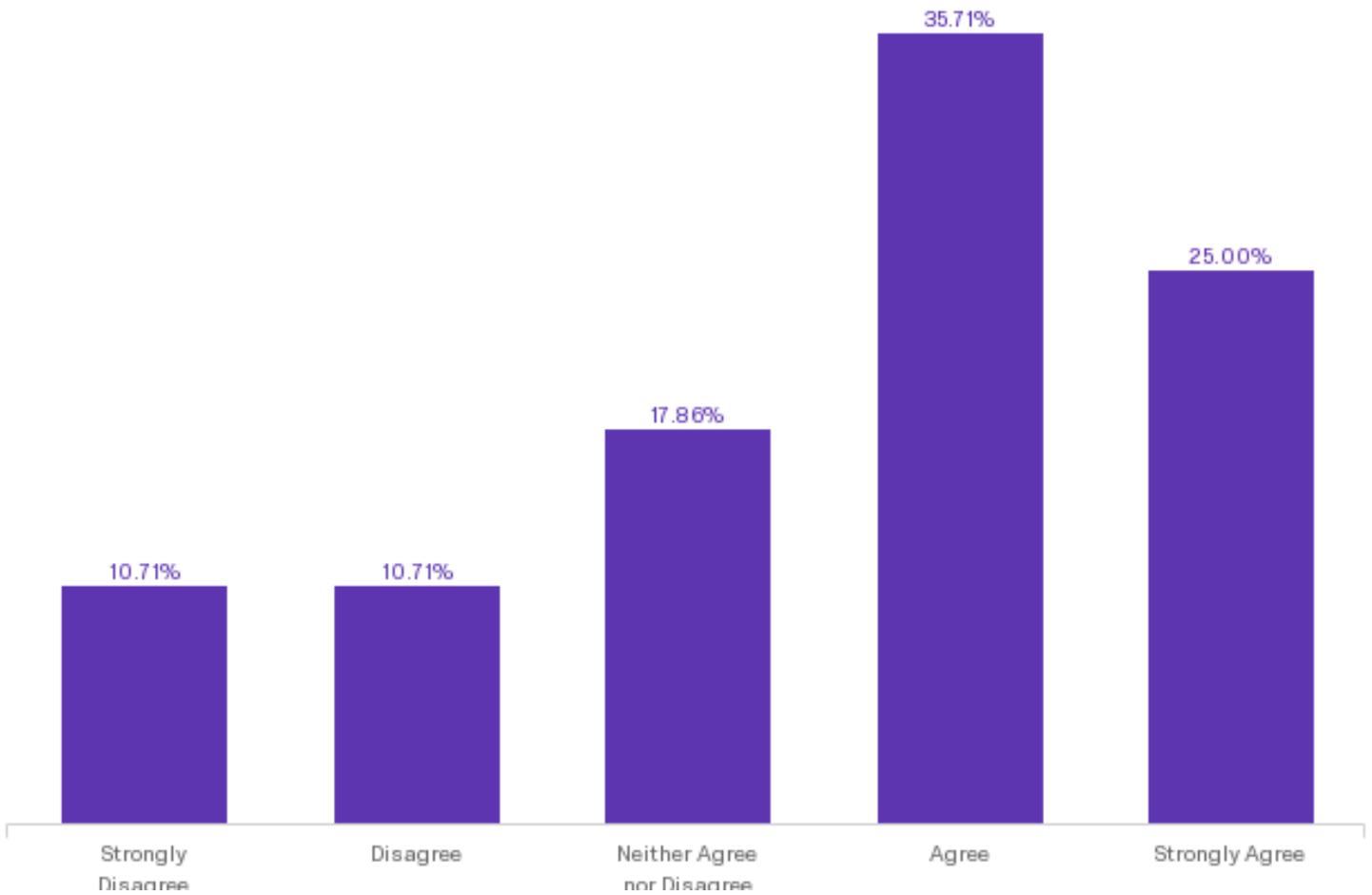
Figure 18



7b. Handles my issues to my satisfaction

Figure 19 relates information on how the respondents thought about Human Resource Specialists handling their questions and concerns. Just under two thirds of responses (60.71%) indicated they agreed or strongly agreed.

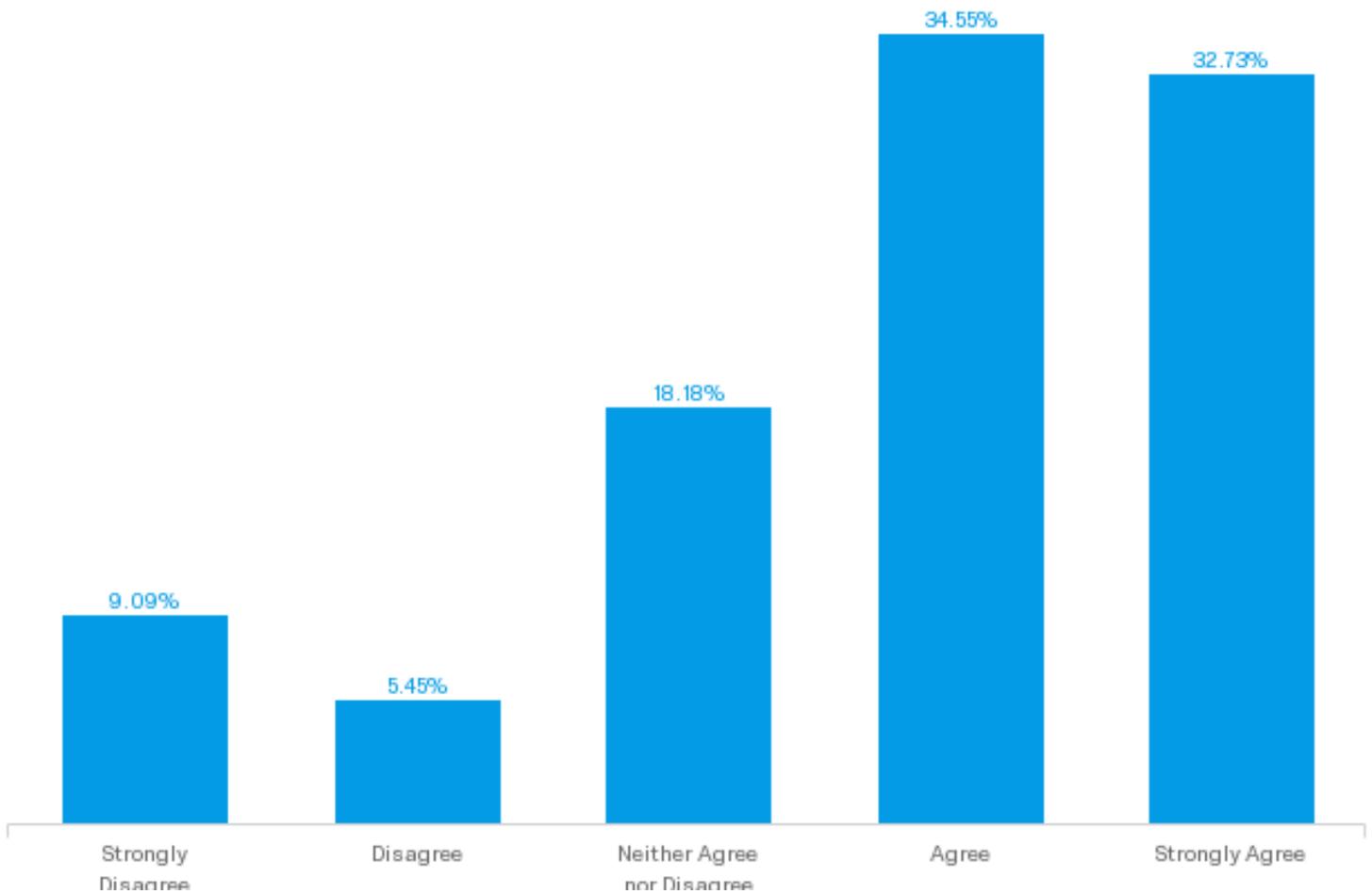
Figure 19



7c. Are professional

Figure 20 relates to how respondents thought about the professionalism of the Human Resources Staff. Just over two thirds (67.28%) of the 55 clients that answered this question agreed or strongly agreed the staff is professional.

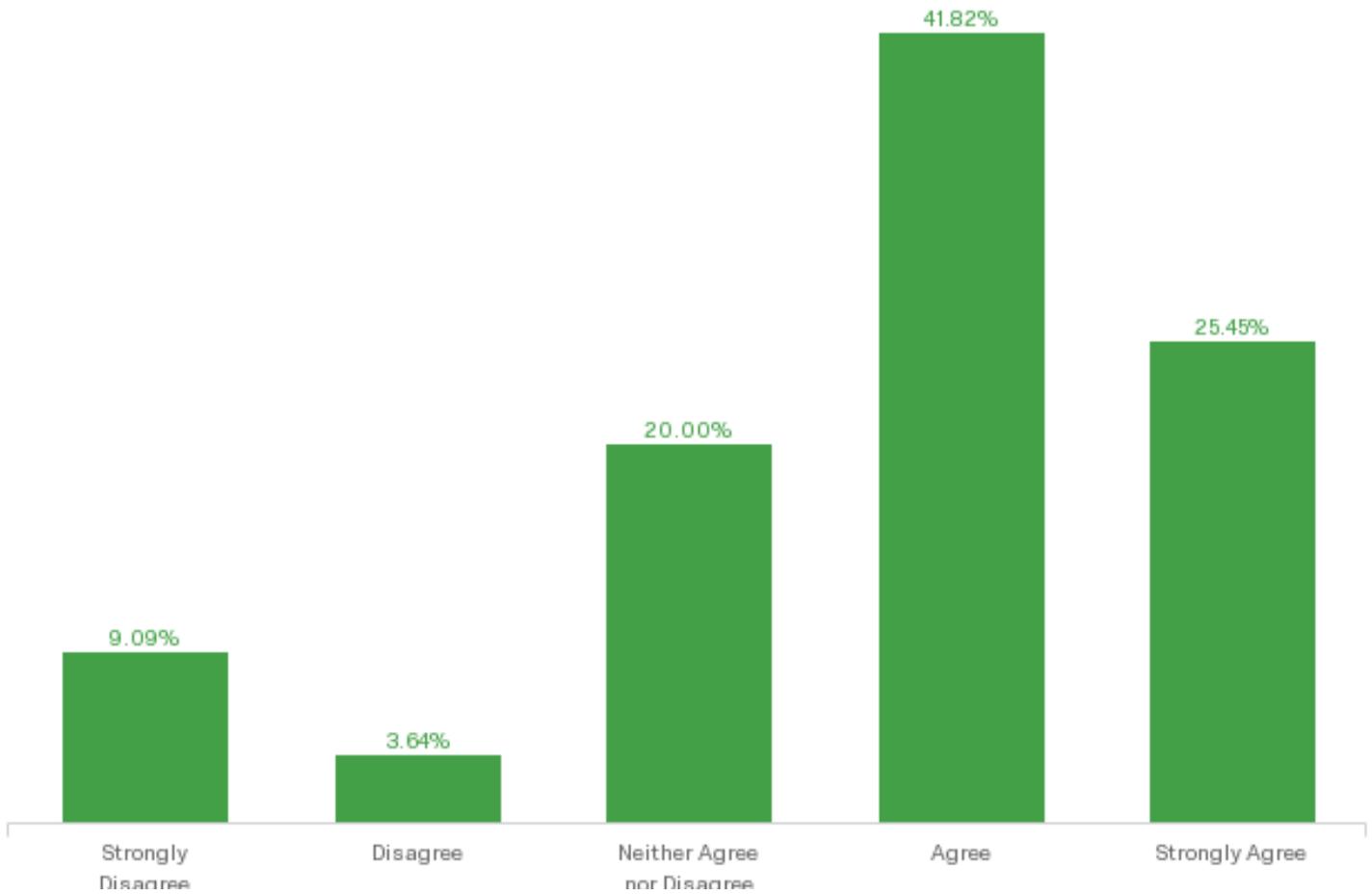
Figure 20



7d. Are knowledgeable

Figure 21 shows what respondents think of the knowledge base of the Human Resources Specialists. Again, a majority (83.02%) of the 53 clients responding to the question agreed or strongly agreed.

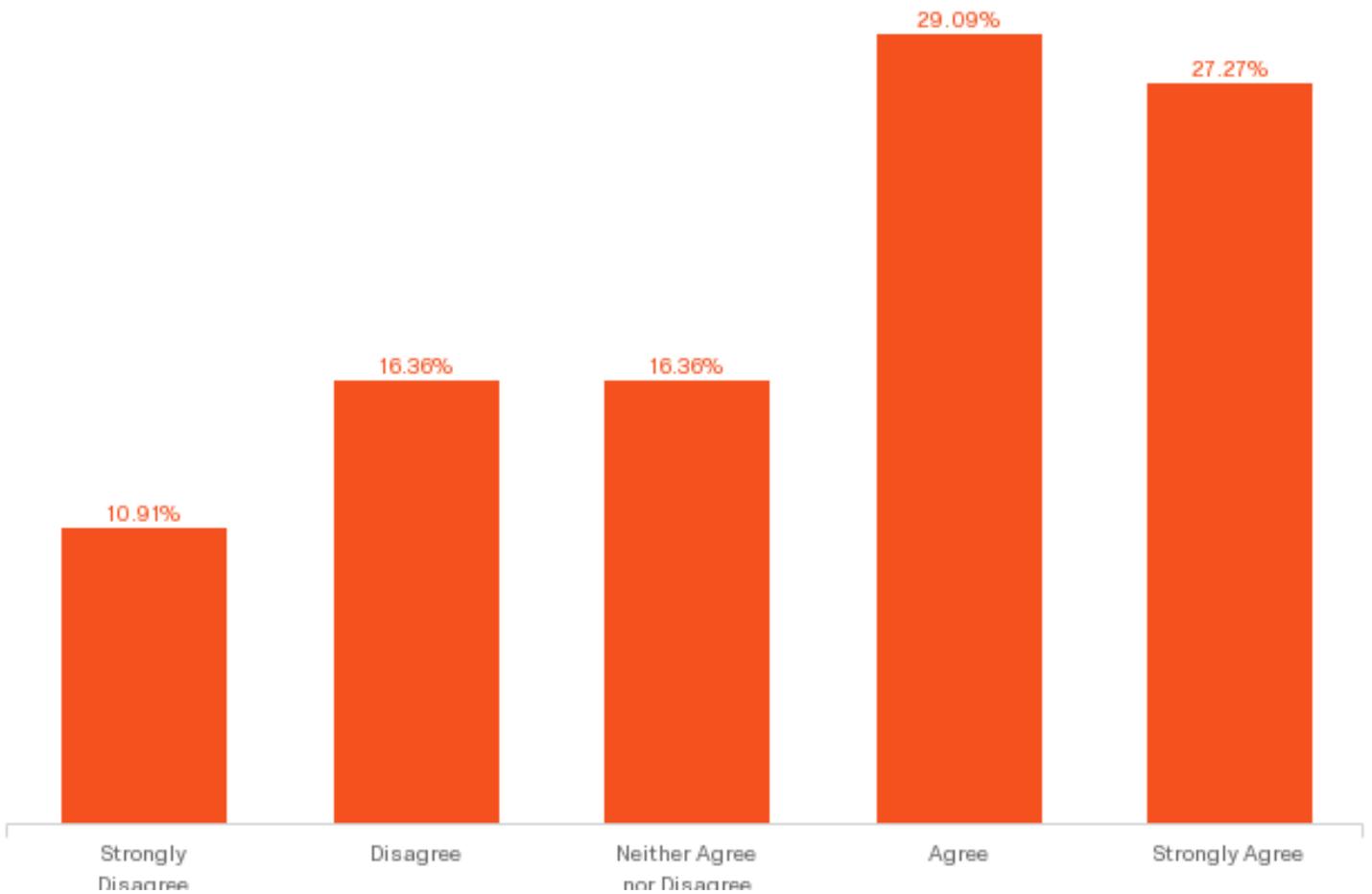
Figure 21



7e. Provides great customer service

Figure 22 shows what respondents thought of the customer service provided by the Human Resources Specialists. Again, just over half (56.36%) of the 55 clients responding to the question agreed or strongly agreed. An equivalent amount (16.36%) neither agreed nor disagreed or disagreed with this statement.

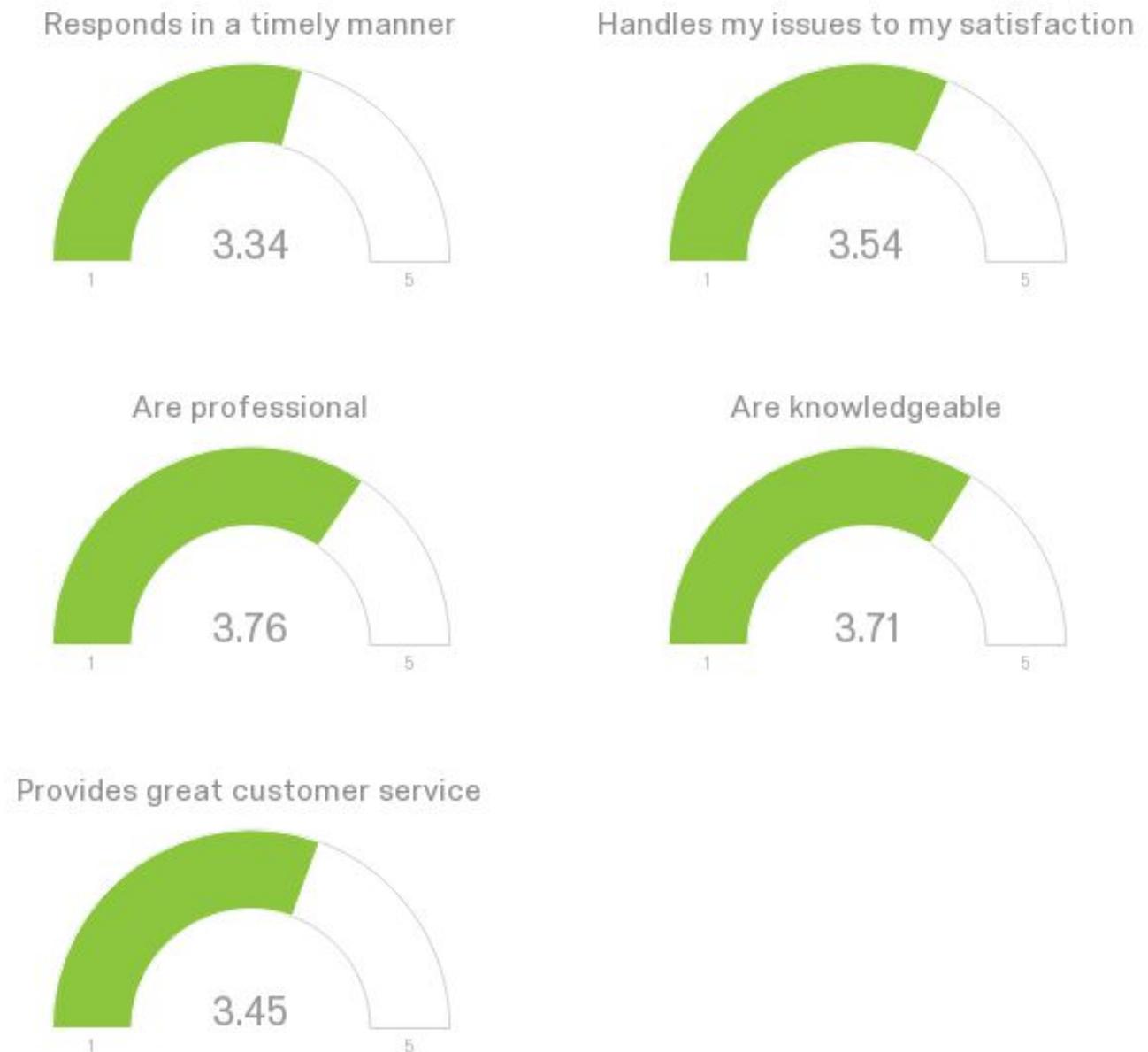
Figure 22



7f. Mean ranking of series 7 statements

Figure 23 shows the mean ranking for the series 7 statements that address how respondents felt about Service Center Human Resources staff. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median of respondents were between neither agreeing nor disagreeing and agreeing, with “Responds in a timely manner” being the lowest.

Figure 23



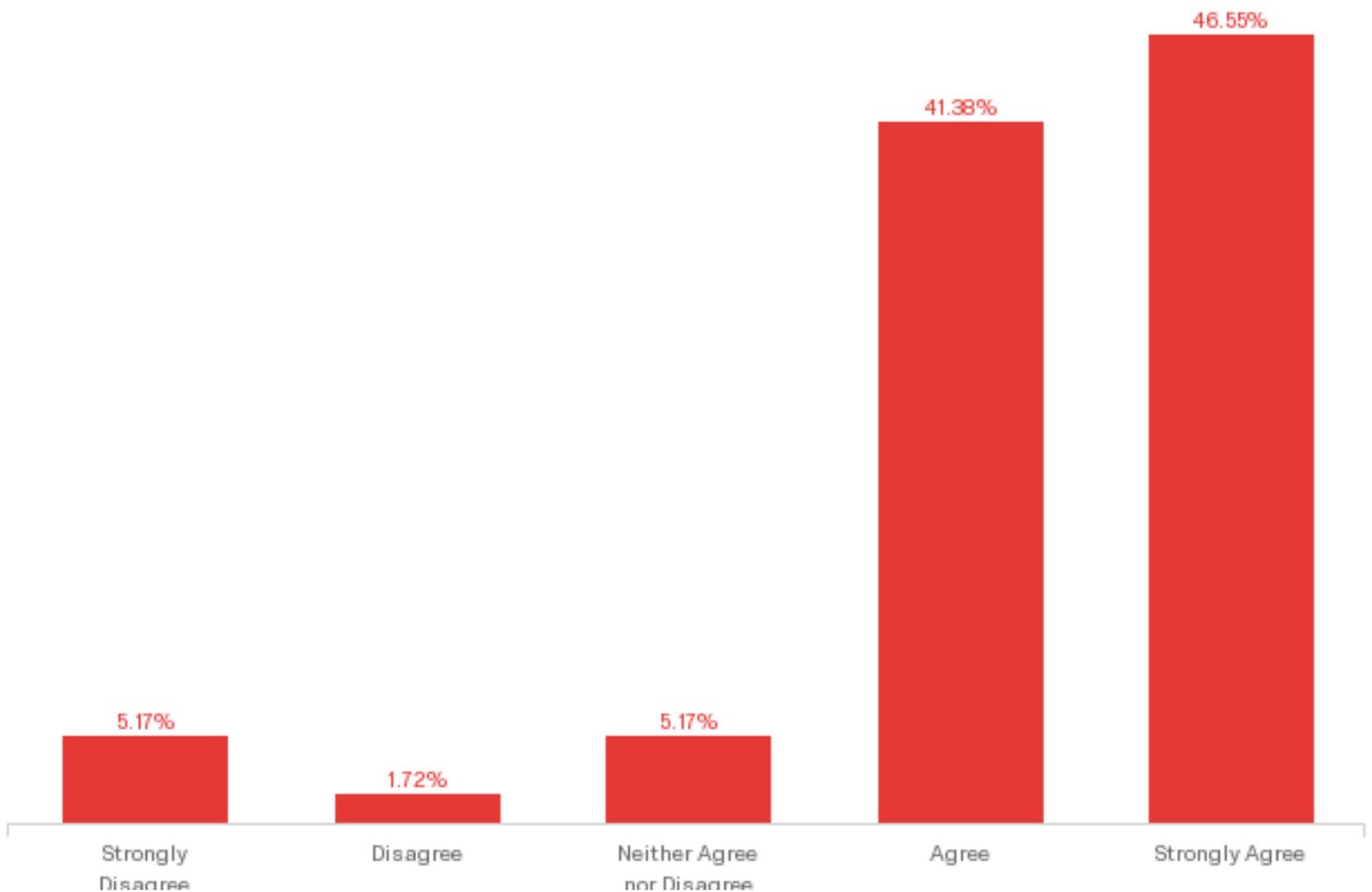
8. Please rate Service Center Payroll staff in the following:

The series 8 statements address perception of the Service Center Payroll Specialists and how they address the client's needs. This is different than the past two surveys where staff interaction was combined into one category.

8a. Responds in a timely manner

Figure 24 details how the respondents feel Payroll Specialists respond to their queries in an efficient manner. A majority (87.93%) of the clients replying agreed or strongly agreed that the Service Center Payroll staff is timely in responding.

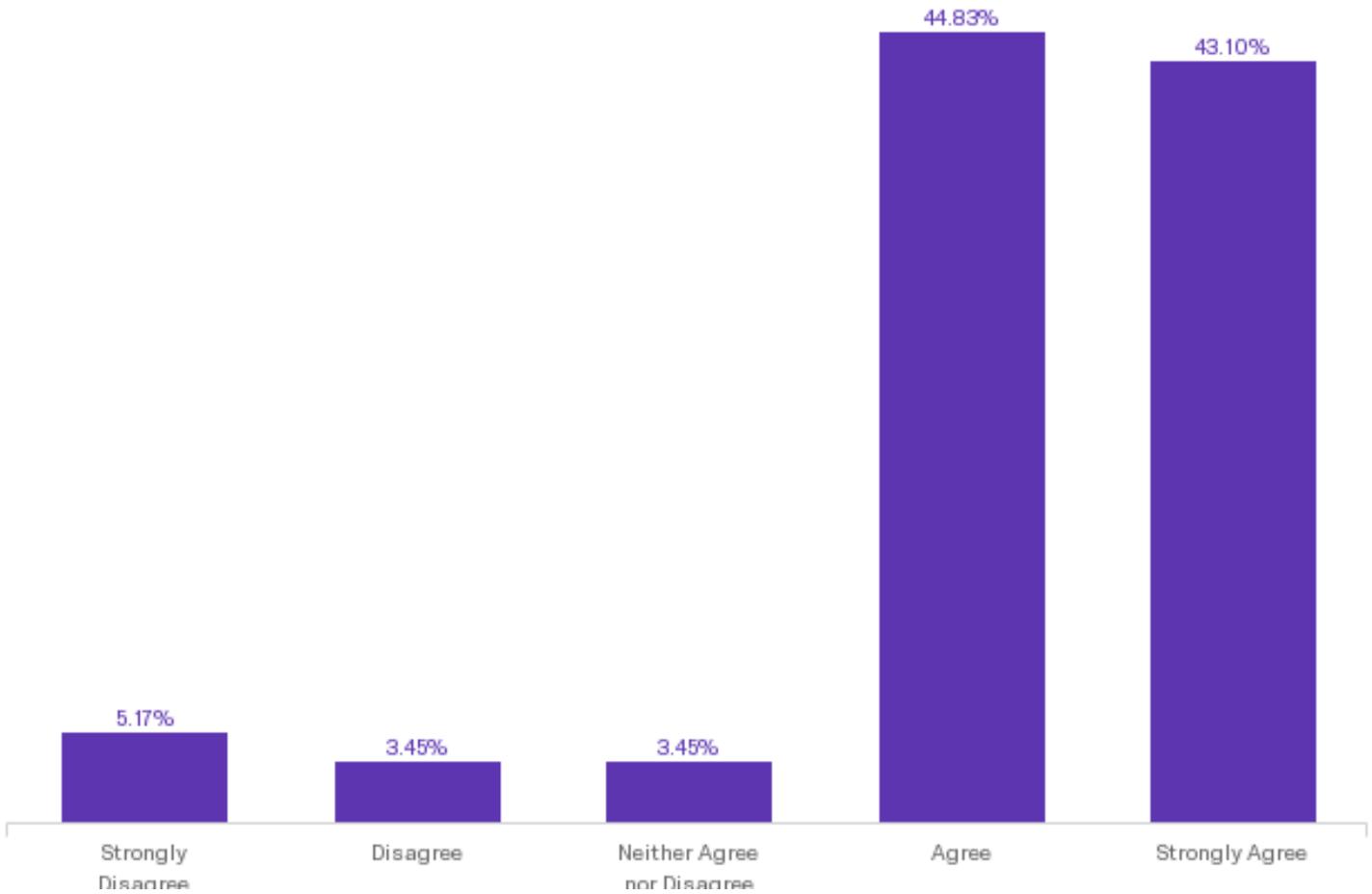
Figure 24



8b. Handles my issues to my satisfaction

Figure 25 relates information on how the respondents thought about Payroll Specialists handling their questions and concerns. Again, a majority of responses (87.93%) indicated they agreed or strongly agreed that staff handles these

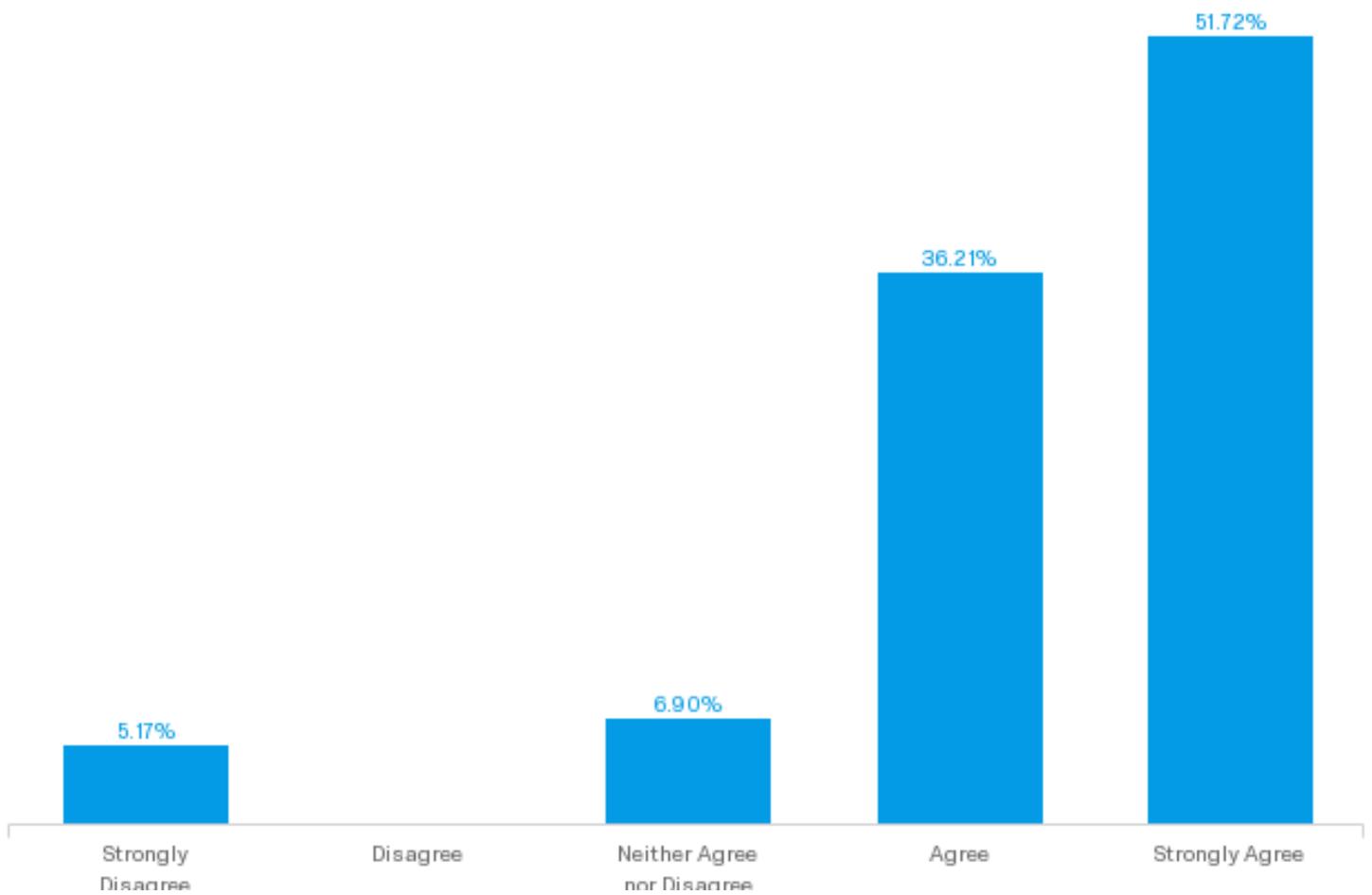
Figure 25



8c. Are professional

Figure 26 relates to how respondents thought about the professionalism of the Payroll Staff. A high percentage (87.93%) of the 59 clients that answered this question agreed or strongly agreed the staff is professional.

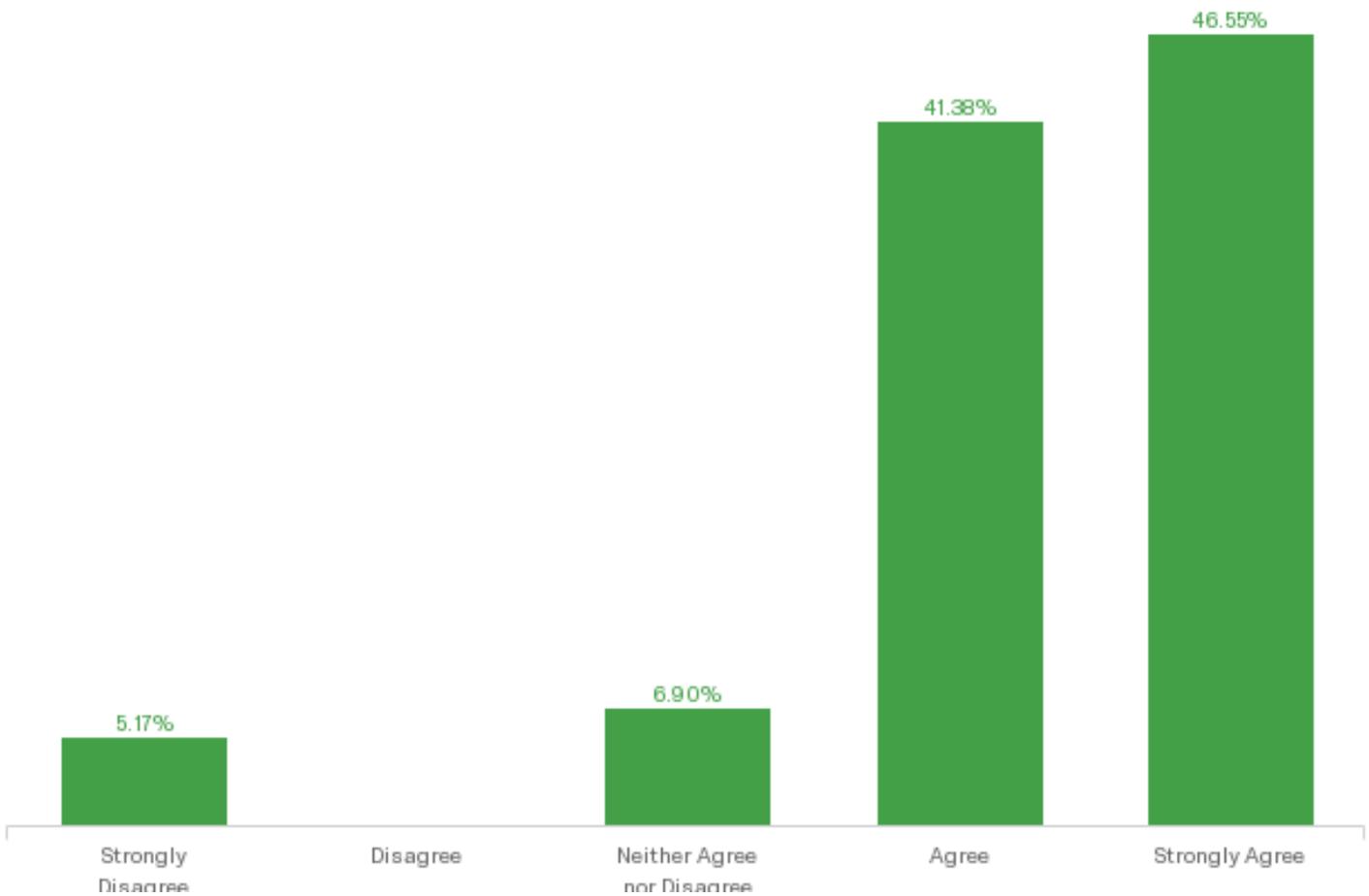
Figure 26



8d. Are knowledgeable

Figure 27 shows what respondents thought of the knowledge base of the Payroll Specialists. Again, a majority (87.93%) of the 59 clients responding to the question agreed or strongly agreed.

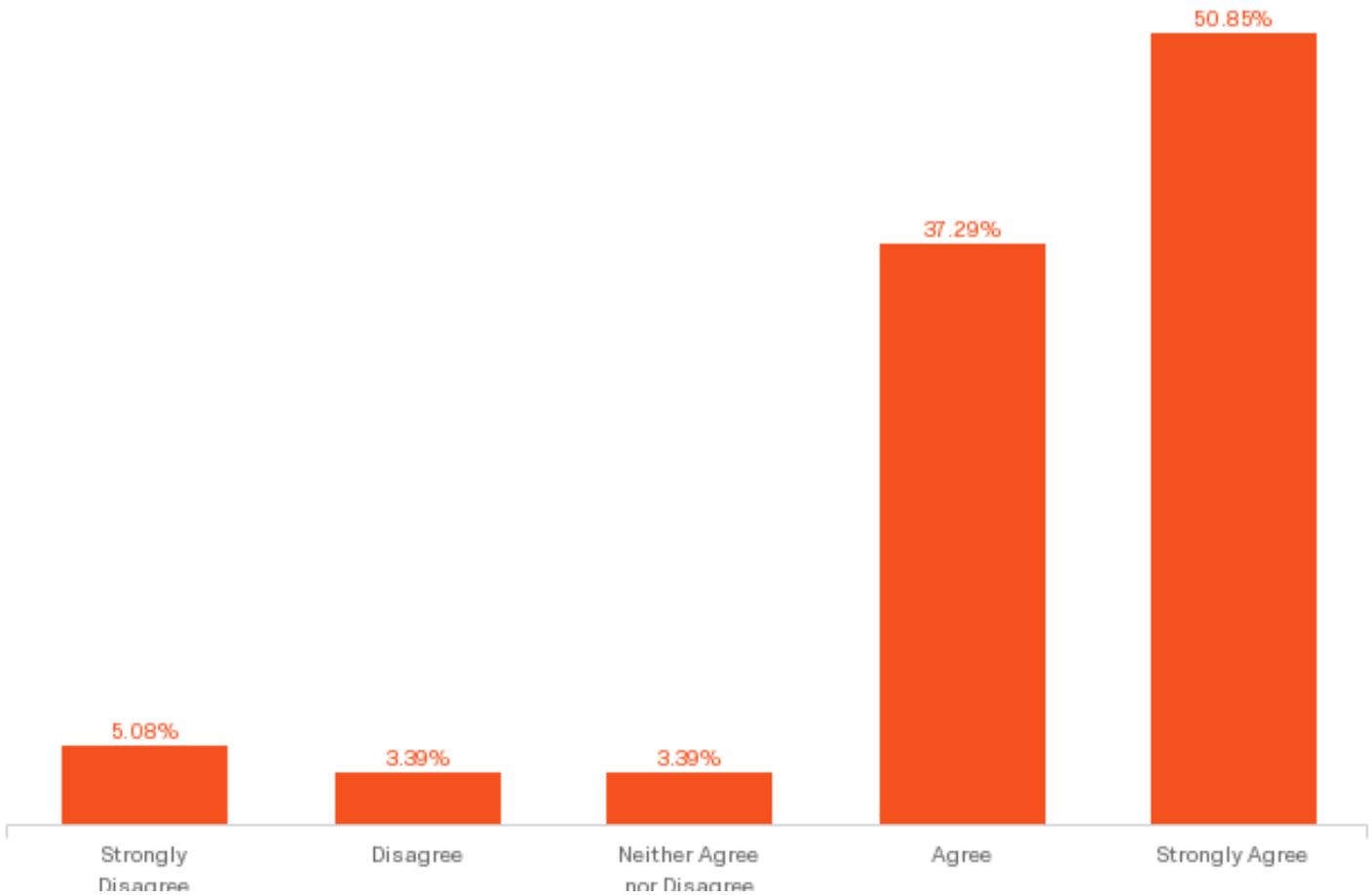
Figure 27



8e. Provides great customer service

Figure 28 shows what respondents thought of the customer service provided by the Payroll Specialists. Again, a majority (88.14%) of the 59 clients responding to the question agreed or strongly agreed.

Figure 28



8f. Mean ranking of series 8 statements

Figure 29 shows the mean ranking for the series 8 statements that address how respondents felt about Service Center Payroll staff. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median of respondents **agreed with the statements, with “Handles my issue to my satisfaction” ranking the lowest.**

Figure 29



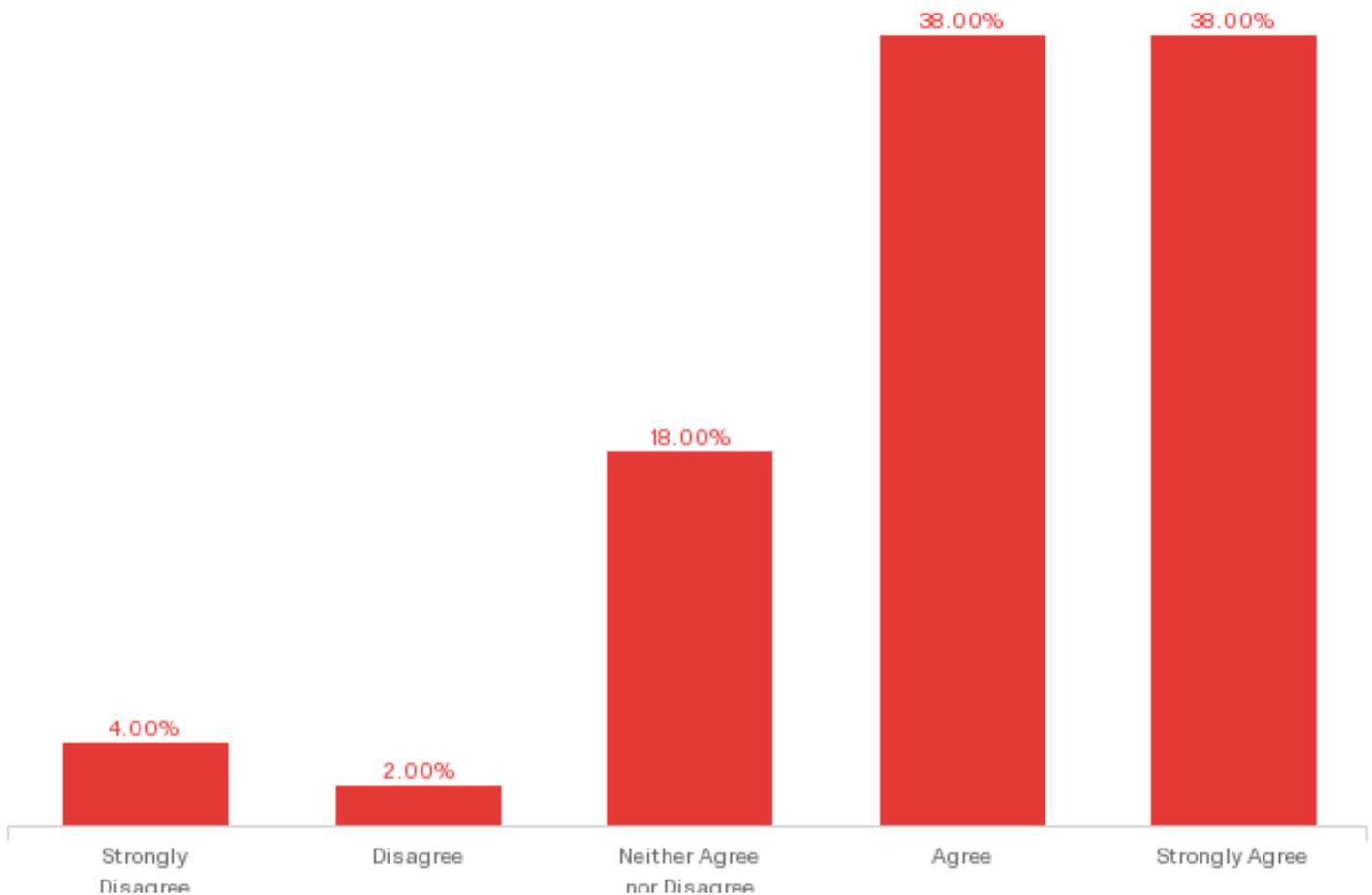
9. Please rate Service Center Front Desk staff in the following:

The series 9 statements address perception of the Service Center Front Desk staff and how they address the client's needs. This is different than the past two surveys where staff interaction was combined into one category.

9a. Responds in a timely manner

Figure 30 details how the respondents felt Front Desk staff responded to their queries in an efficient manner. A majority (76.00%) of the clients replying agreed or strongly agreed that the Service Center Front Desk staff is timely in responding. A large portion (18%) neither agreed nor disagreed.

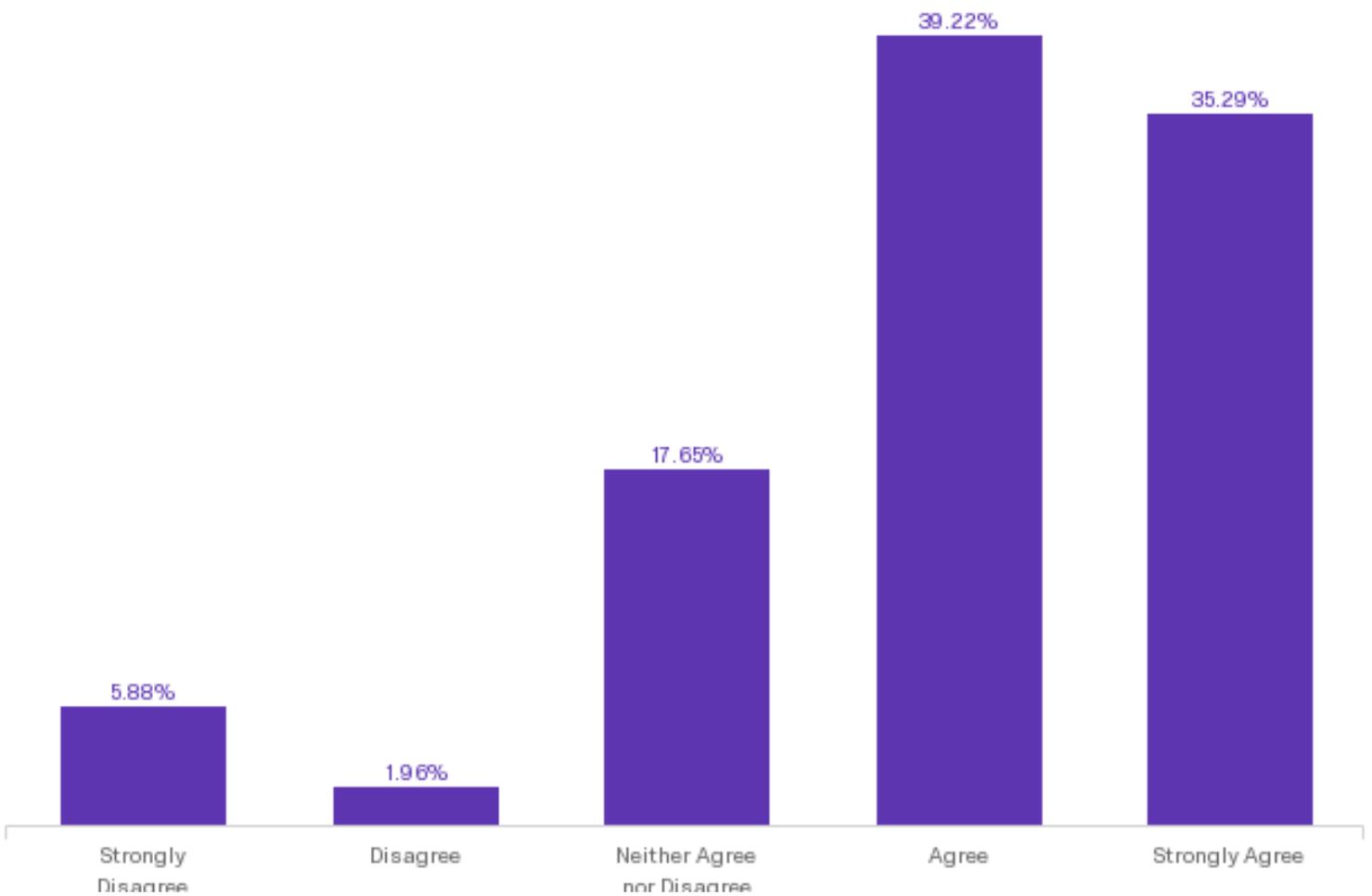
Figure 30



9b. Handles my issues to my satisfaction

Figure 31 relates information on how the respondents thought about Front Desk staff handling their questions and concerns. Again, a majority of responses (74.51%) indicated they agreed or strongly agreed. A large portion of the remaining (17.65%) neither agreed nor disagreed.

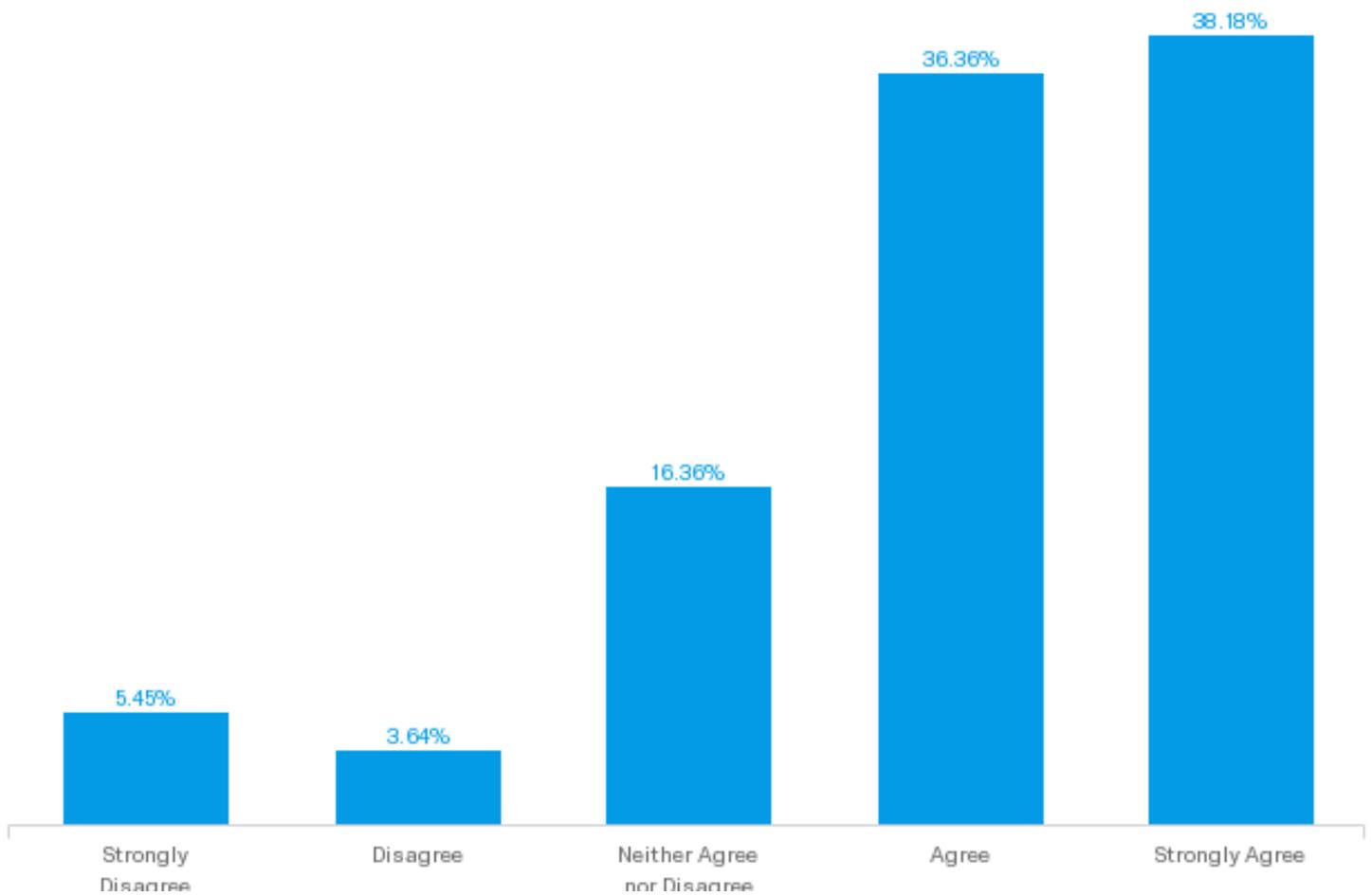
Figure 31



9c. Are professional

Figure 32 relates to how respondents thought about the professionalism of the Front Desk staff. A high percentage (74.54%) of the 54 clients that answered this question agreed or strongly agreed the staff is professional.

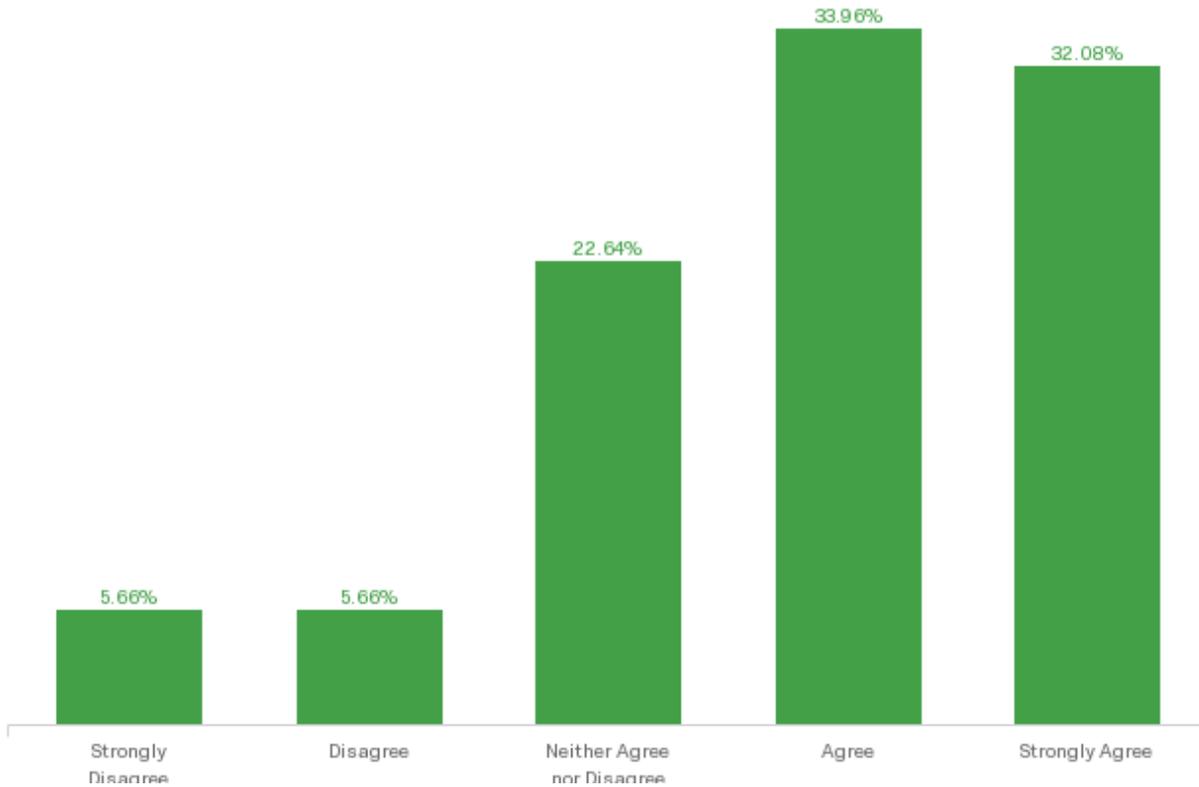
Figure 32



9d. Are knowledgeable

Figure 33 shows what respondents think of the knowledge base of the Front Desk staff. Two thirds (66.04%) of the 54 clients responding to the question agreed or strongly agreed. A high percentage (22.64%) neither agree nor disagree.

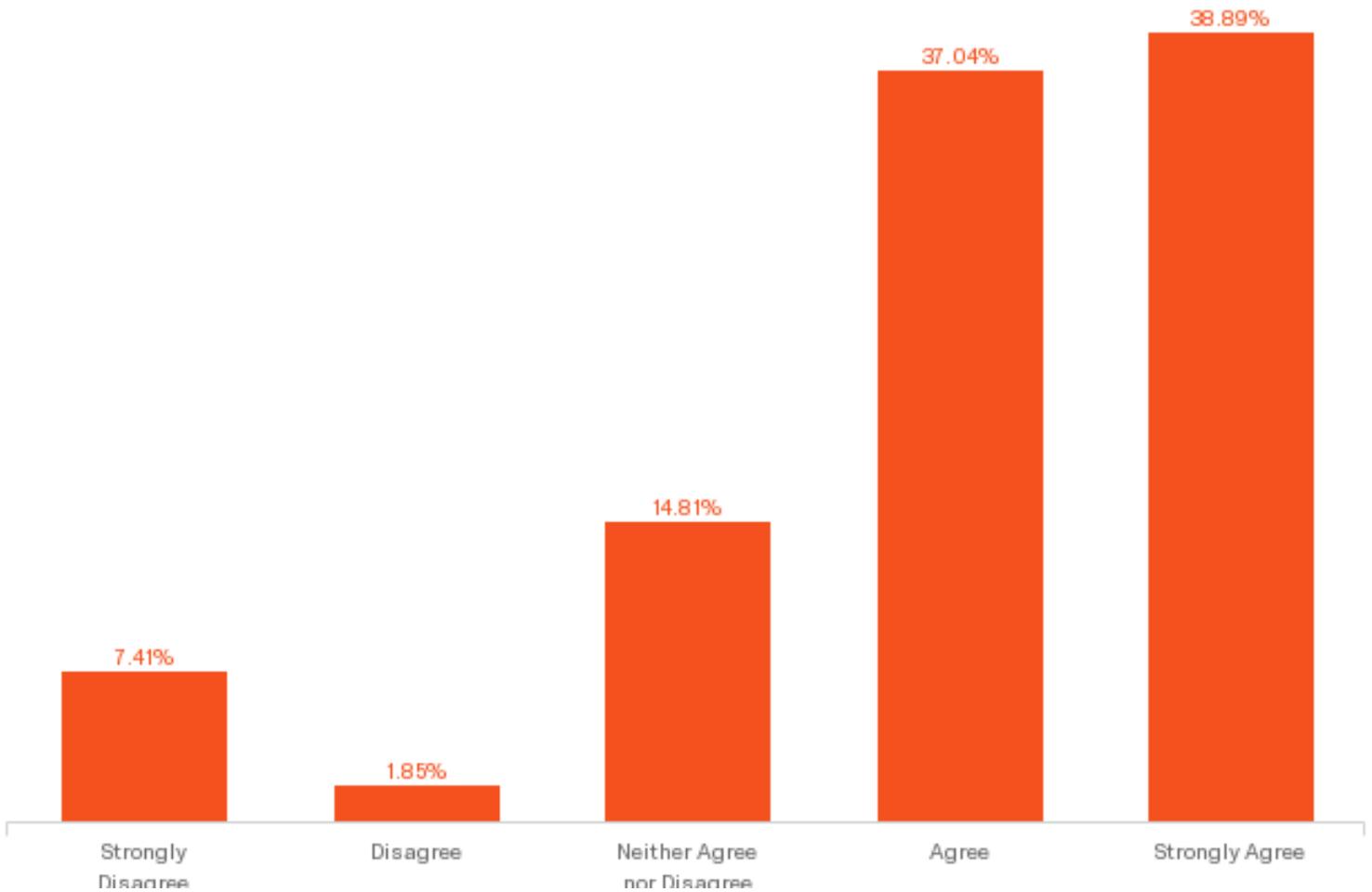
Figure 33



9e. Provides great customer service

Figure 34 shows what respondents thought of the customer service provided by the Front Desk staff. Again, a majority (75.93%) of the 54 clients responding to the question agreed or strongly agreed.

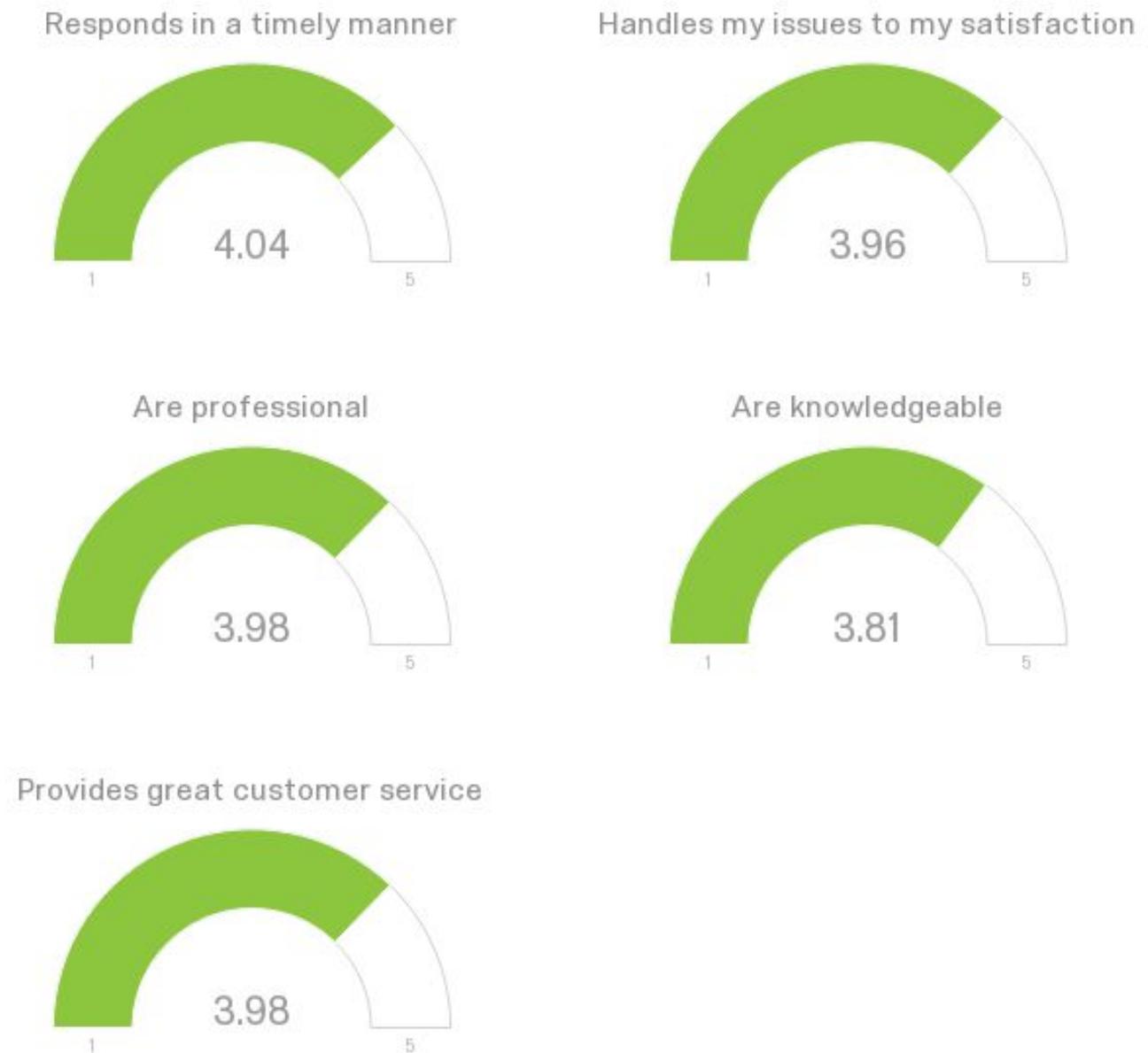
Figure 34



9f. Mean ranking of series 9 statements

Figure 35 shows the mean ranking for the series 9 statements that address how respondents felt about Service Center Front Desk staff. With a ranking of 1- Strongly Disagree and 5- Strongly Agree, the median of respondents agreed with the statements, with “Are knowledgeable” ranking the lowest at below agreed.

Figure 35



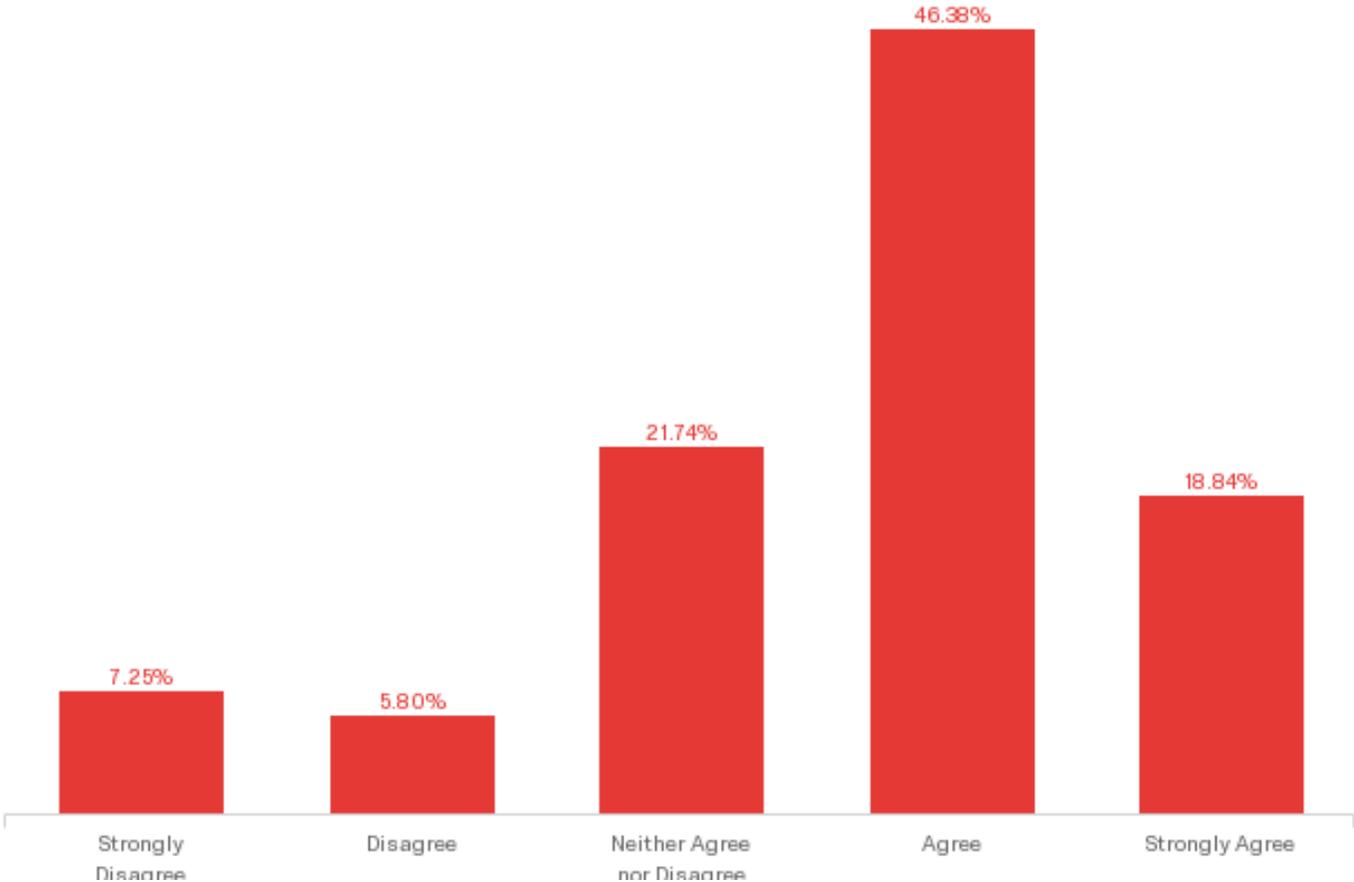
10. Please rate the Service Center in the following:

The series 10 statements address perception of the Service Center and how it meets the client's expectations.

10a. I know who to contact in the Service Center

Figure 36 shows if clients are knowledgeable about their contacts within the Service Center. Just under two thirds of the 69 respondents (65.22%) agreed or strongly agreed that they knew who to contact in the Service Center for their questions. A large portion of the remainder (21.74%) neither agreed nor disagreed.

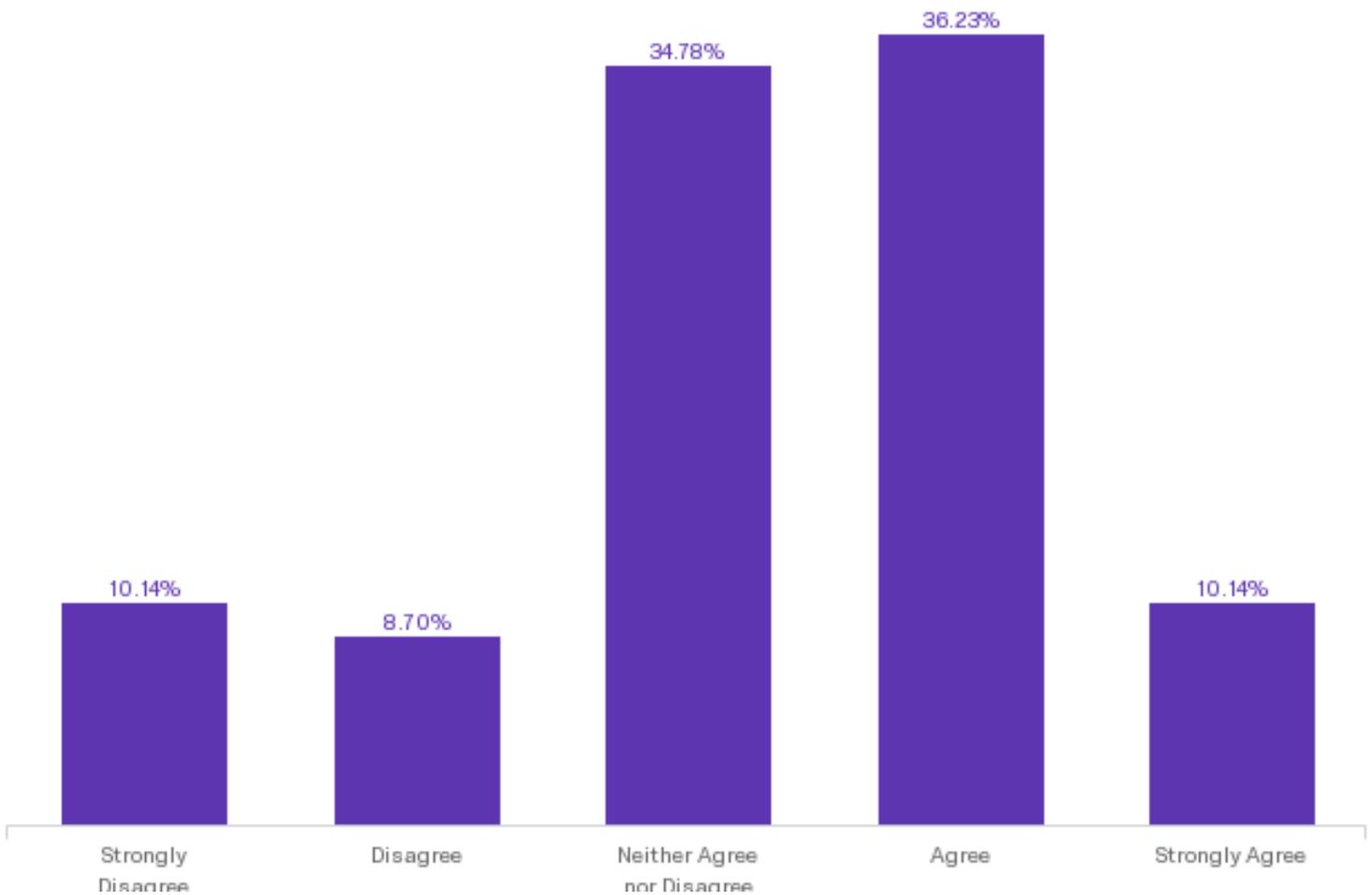
Figure 36



10b. Service Center provides clear information on procedures and policies

Figure 37 shows what the clients think of policy and procedure direction coming from the Service Center. Less than half of the 69 respondents (46.37%) agreed or strongly agreed that the Service Center provided clear direction. A high amount of respondents (34.78%) neither agreed nor disagreed with the statement.

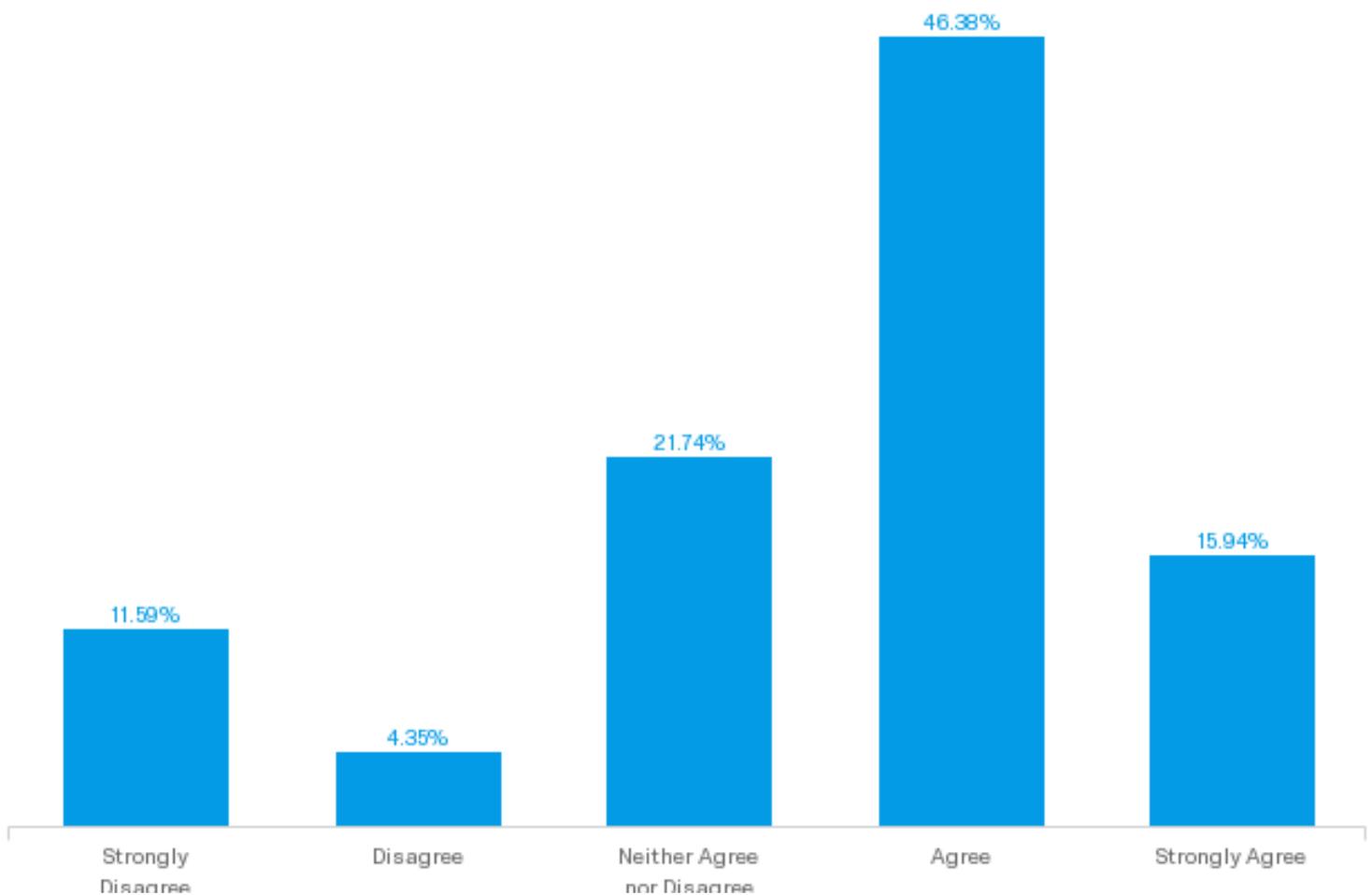
Figure 37



10c. Service Center provides useful support for my operational needs

Figure 38 indicates whether respondents believe the Service Center provides useful operational support for their departments. Just under two thirds (62.32%) of the 69 clients agreed or strongly agreed that the Service Center provides useful support. A large portion of the remaining one third (21.74%) neither agreed nor disagreed with this statement.

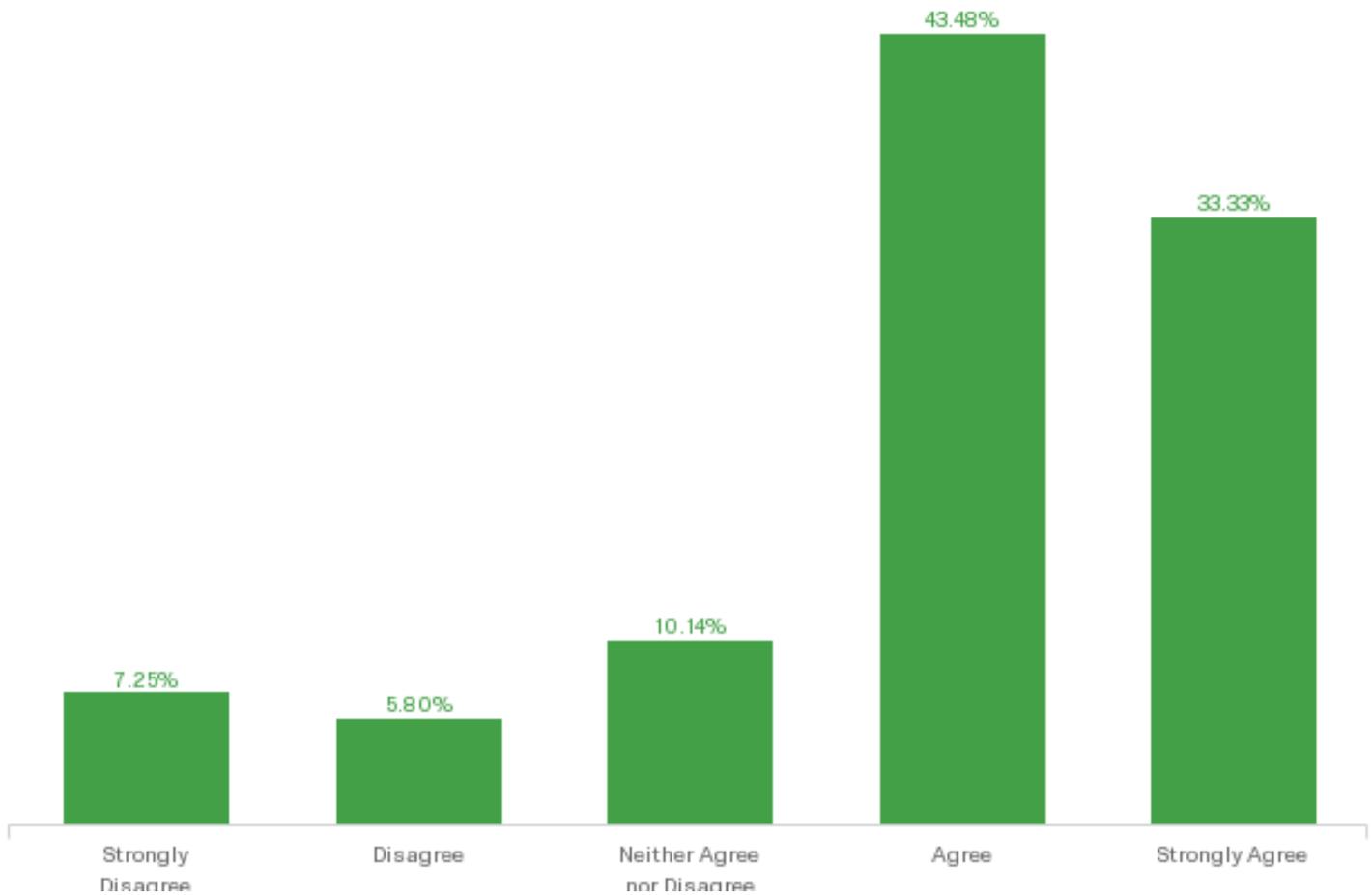
Figure 38



10d. I am comfortable in approaching the Service Center when I have a question or issue

Figure 39 addresses how comfortable clients are with utilizing Service Center when they have questions or issues. A majority (76.81%) agreed or strongly agreed with the statement.

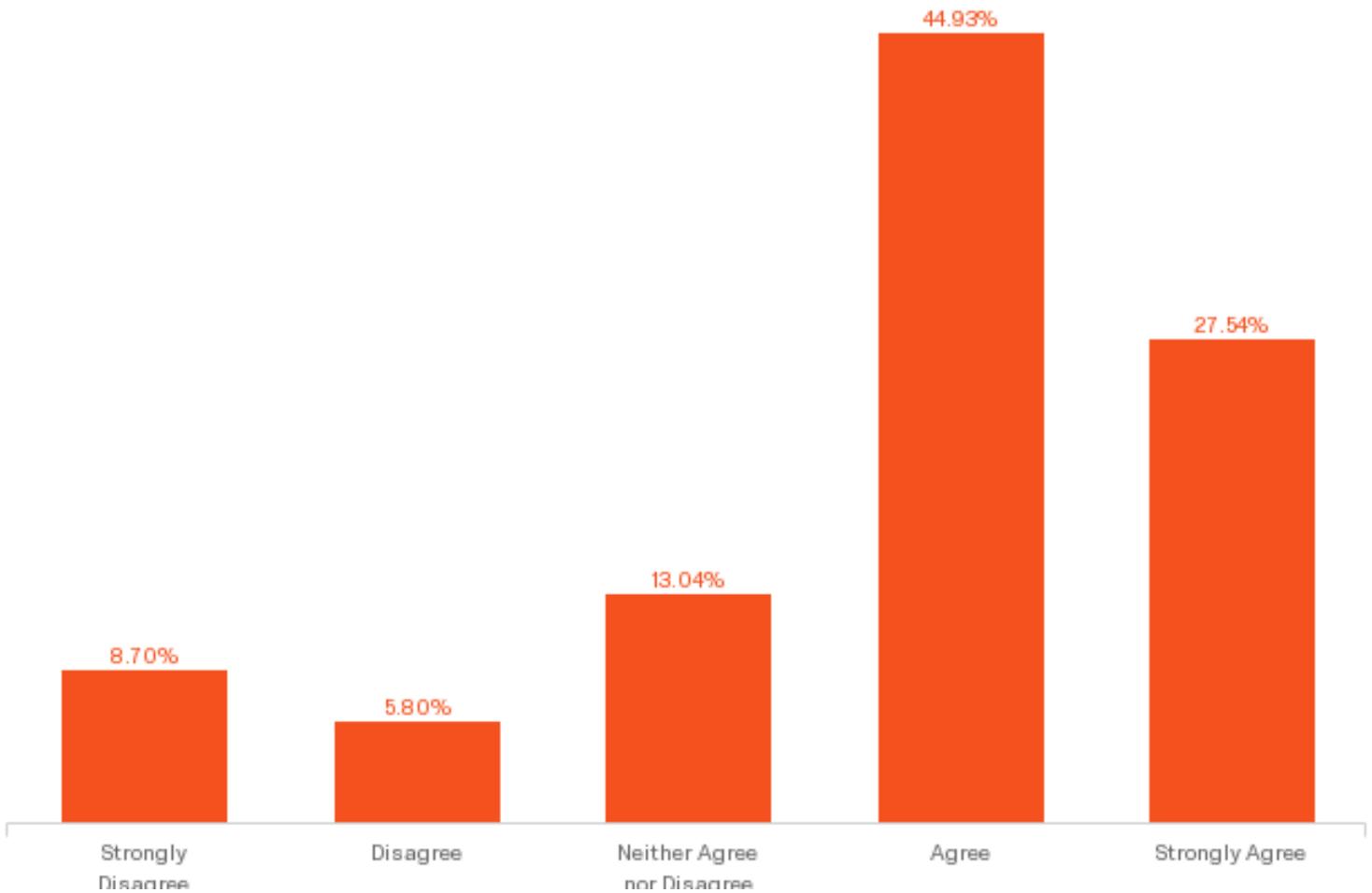
Figure 39



10e. Overall, my experiences with the Service Center have been positive

Figure 40 indicates whether clients have overall positive interactions with the Service Center. Again, a majority (72.47%) of the 69 respondents agreed or strongly agreed that they have had constructive exchanges with staff.

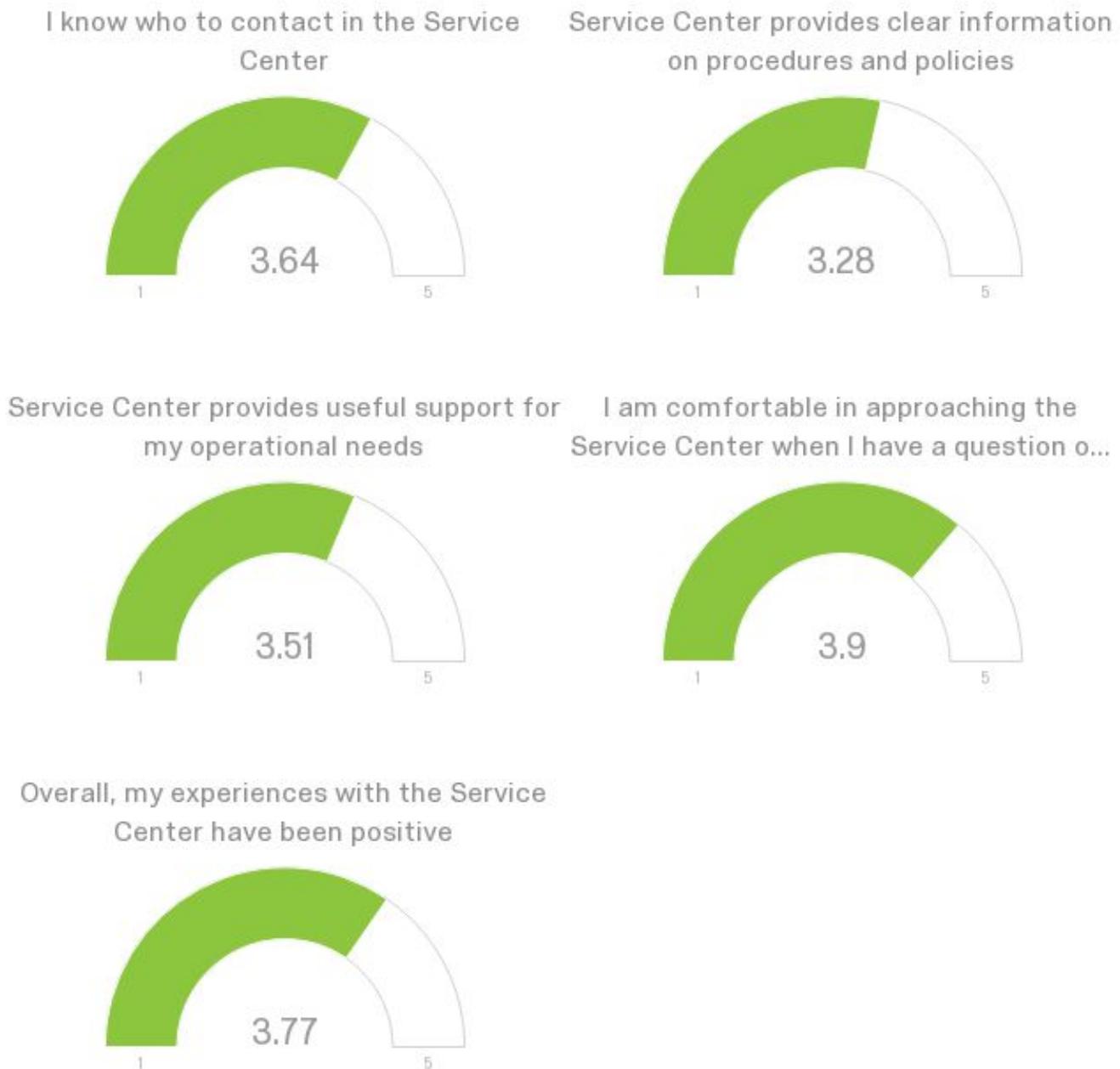
Figure 40



10f. Mean ranking of series 10 statements

Figure 41 shows the mean ranking for the series 10 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 41



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

Of the 85 respondents, 25 issued comments in this field. The overall feedback had not changed much from the May 2015 survey responses. Common themes are positive, customer service driven, and helpful staff. Many appreciated the effort of staff to answer questions in a complicated, challenging environment.

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

Of the 85 respondents, 22 input comments in this open-ended field. Some of the reoccurring common themes of constructive feedback from the May 2015 survey included continued focus on training and professional development of Service Center staff and continual improvement of processes and communication of those processes. Another common theme new in this survey is Service Center response time could be improved.

Some comments that touch on these areas include:

- Informing campus when rules and requirements are changed
- Redesign of forms
- Loss of paperwork between departments and Service Center
- Better training of Service Center staff in processes and procedures
- Better training of Service Center in customer service and professionalism

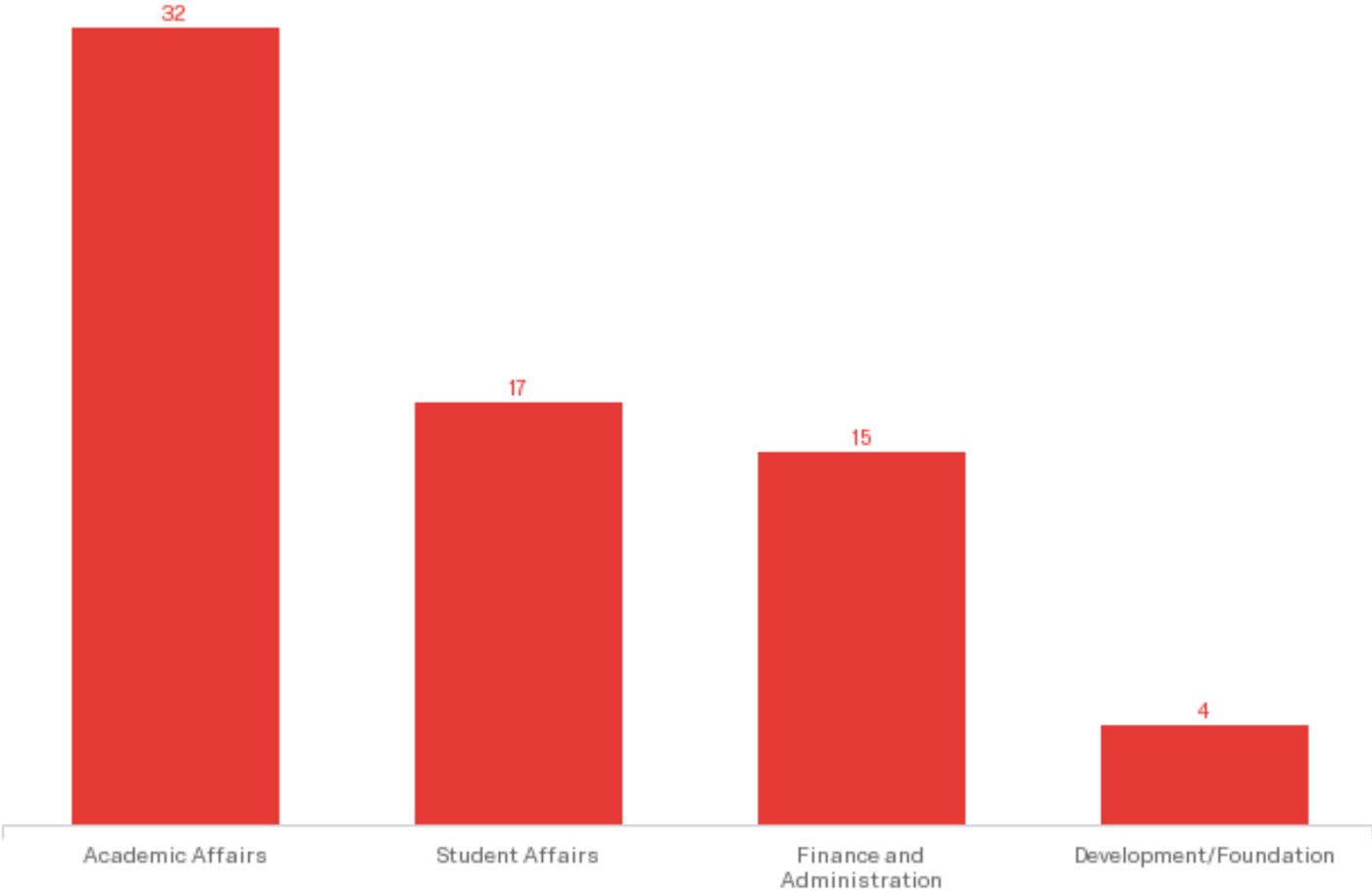
13. Additional Comments

Of the 85 respondents, 8 left additional comments for the Service Center. These comments varied from reiterating positive interaction with Service Center staff to expressing frustration with processing through the Service Center. Some comments referred to deficiencies in customer service at the front counter leading to confusion and unnecessary delays.

14. In which area do you work?

Figure 41 indicates the breakdown to which area the respondents work at the university.

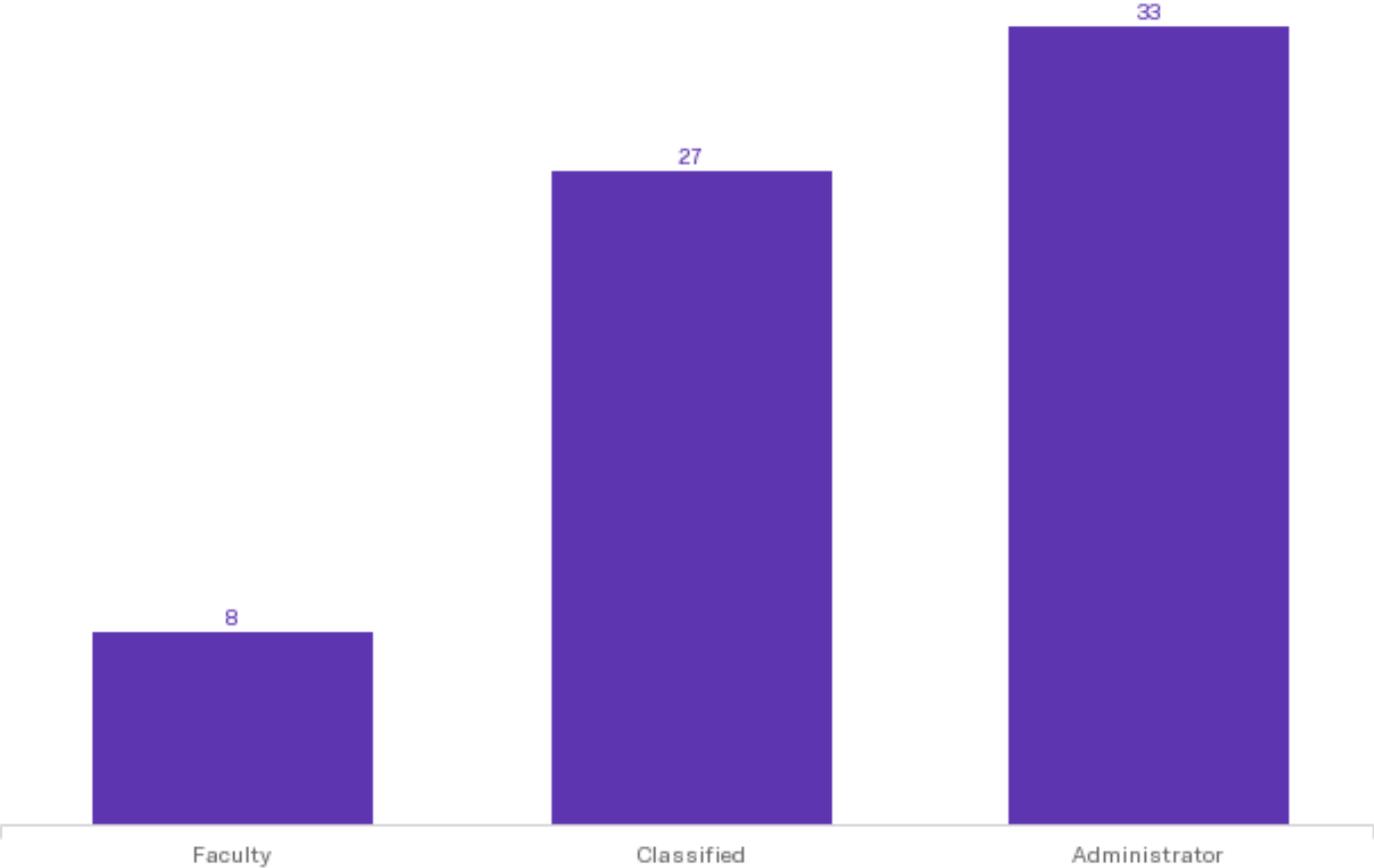
Figure 41



15. What is your position?

Figure 42 indicates which employment class the respondents work.

Figure 42



16. How long have you worked for SOU?

Figure 43 indicates the length of time the respondents have worked for Southern Oregon University.

Figure 43

