



# Service Satisfaction Survey

May 2017

## Table of Contents

<b>Methodology .....</b>	3
<b>Overview of Key Findings.....</b>	4
<b>1. How often do you use the Service Center? .....</b>	5
<b>2. How often do you contact the Service Center for the following services? .....</b>	6
<b>3. What is your preferred way to communicate with the Service Center? .....</b>	7
<b>4. What is your preferred way to receive information from the Service Center? .....</b>	8
<b>5. Please rate Service Center Purchasing and Contracting (Support Specialists) staff in the following: ..</b>	9
<b>5a. Responds in a timely manner .....</b>	9
<b>5b. Handles my issues to my satisfaction.....</b>	10
<b>5c. Are professional.....</b>	11
<b>5d. Are knowledgeable .....</b>	12
<b>5e. Provides great customer service.....</b>	13
<b>5f. Mean ranking of series 5 statements .....</b>	14
<b>6. Please rate Service Center Account and Budget staff in the following:.....</b>	15
<b>6a. Responds in a timely manner .....</b>	15
<b>6b. Handles my issues to my satisfaction.....</b>	16
<b>6c. Are professional.....</b>	17
<b>6d. Are knowledgeable .....</b>	18
<b>6e. Provides great customer service.....</b>	19
<b>6f. Mean ranking of series 6 statements .....</b>	20
<b>7. Please rate Service Center Human Resources staff in the following:.....</b>	21
<b>7a. Responds in a timely manner .....</b>	21
<b>7b. Handles my issues to my satisfaction.....</b>	22
<b>7c. Are professional.....</b>	23
<b>7d. Are knowledgeable .....</b>	24
<b>7e. Provides great customer service.....</b>	25
<b>7f. Mean ranking of series 7 statements .....</b>	26
<b>8. Please rate Service Center Payroll staff in the following:.....</b>	27
<b>8a. Responds in a timely manner .....</b>	27
<b>8b. Handles my issues to my satisfaction.....</b>	28
<b>8c. Are professional.....</b>	29

<b>8d. Are knowledgeable .....</b>	30
<b>8e. Provides great customer service.....</b>	31
<b>8f. Mean ranking of series 8 statements .....</b>	32
<b>9. Please rate Service Center Front Desk staff in the following: .....</b>	33
<b>9a. Responds in a timely manner .....</b>	33
<b>9b. Handles my issues to my satisfaction.....</b>	34
<b>9c. Are professional.....</b>	35
<b>9d. Are knowledgeable .....</b>	36
<b>9e. Provides great customer service.....</b>	37
<b>9f. Mean ranking of series 9 statements .....</b>	38
<b>10. Please rate the Service Center in the following:.....</b>	39
<b>10a. I know who to contact in the Service Center .....</b>	39
<b>10b. Service Center provides clear information on procedures and policies .....</b>	40
<b>10c. Service Center provides useful support for my operational needs .....</b>	41
<b>10d. I am comfortable in approaching the Service Center when I have a question or issue .....</b>	42
<b>10e. Overall, my experiences with the Service Center have been positive .....</b>	43
<b>10f. Mean ranking of series 10 statements .....</b>	44
<b>11. Do you have positive comments that you would like to pass on?.....</b>	45
<b>12. Please tell us what you think can be done to improve the Service Center services.....</b>	45
<b>13. Additional Comments .....</b>	45
<b>14. In which area do you work?.....</b>	46
<b>15. What is your position? .....</b>	47
<b>16. How long have you worked for SOU?.....</b>	48

## 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 fourth survey in May 2017. This survey utilized questions from the May 2016 assessment to establish a base comparison of growth. The questionnaire consisted of 34 multiple-choice questions and 2 open-ended questions.

On May 8th, a link to the survey was issued on the Service Center website and in the May 2017 Service Center Newsletter. The newsletter was sent directly to the 44 members of the subscription group and the direct link was included in the SOU Southern Exposure daily newsletter emailed to all staff and students, although this survey, as indicated in the text of the message, was only for staff and faculty. Reminders about the survey were issued once a week through May in SOU Southern Exposure.

The survey remained open for four weeks. The survey was not sent directly to all employees, as in the past, but informed through the new SOU Southern Exposure daily newsletter. There were approximately 930 employees at the time of the survey launch, of which 23 responded, a 2.5% response rate. This is also 62 less responses than May 2016, a drop of 73%.

## Overview of Key Findings

The survey in 2017 had a total of 23 respondents, less than 2% of eligible staff and faculty. This low turn-out may be attributed to several factors: new methods in communicating with staff and faculty about the survey and survey fatigue. With a low response rate, statistics for 2017 may not be representative of staff and faculty view of the Service Center.

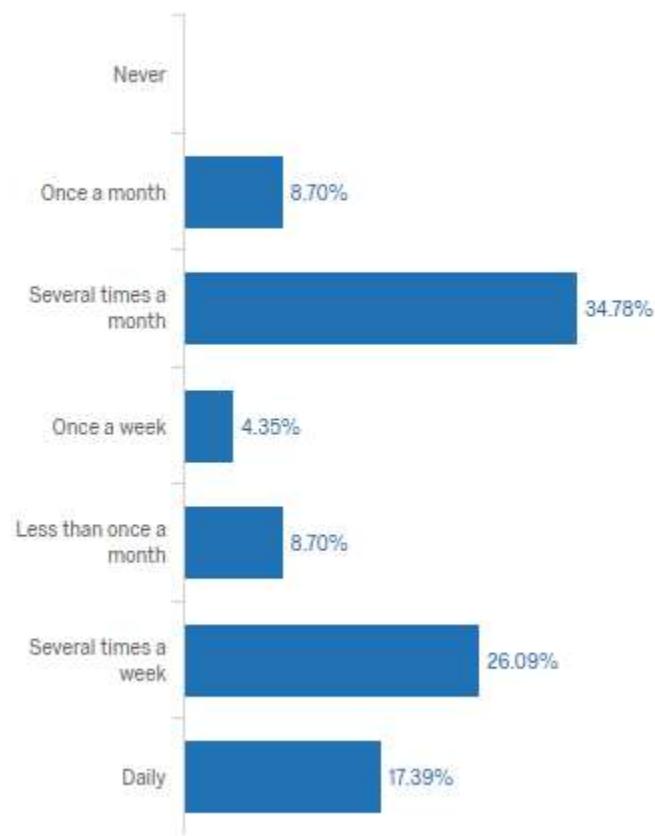
Overall, as seen with previous year's responses, respondents indicated an overall satisfaction with the Service Center staff and personnel with opportunities for continued improvement, especially in the area of processing and communication. Below are a few key findings in the May 2017 survey.

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. Purchasing continues to be one of the most used Service Center services, while Human Resources replaced Payroll as the second most used service. Contracting was the least used service, although the amount of contracts processed in 2016-17 remained high overall (Figure 2).
3. Email continues to be the preferred way for communication between the Service Center and departments (Figures 3 and 4).
4. The Front Desk improved in the mean ranking for service the most by increasing overall by almost 1 point (Figure 35). Human Resources also improved slightly in the mean ranking from 2016. Payroll remained static, while Account and Budget and Purchasing and Contracting decreased slightly in the mean ranking.
5. The overall median ranking for the series of statements about the Service Center increased from 2016 to 2017, with the overall average going up 0.20 points putting it on par with 2015 results. As in 2015 and 2016, 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, 2016 3.9, and 2017 4.25) and "Overall, my experiences with the Service Center have been positive" (median rank in 2015 at 4.053, 2016 3.77, and 2017 3.75). The statement with the greatest opportunity was again "Service Center provides clear information on procedures and policies" (2015 median rank of 3.425, 2016 3.28, and 2017 3.35).
6. In the open-ended comments, respondents again related similar themes as in 2015 and 2016: friendly staff using good customer service. A new comment that appeared with the reorganization in Fall 2016 was that service seemed to improve with the changes.
7. Respondents indicated that the Service Center has the opportunity to continue improving knowledge of tasks, communicating information to the campus community, and more involvement from campus in developing procedures.

## 1. How often do you use the Service Center?

Figure 1 shows representation of the frequency respondents utilize the Service Center. Of the 23 users who answered the question, most (34.78%) utilize services several times a month, with the next group several times a week (26.09%).

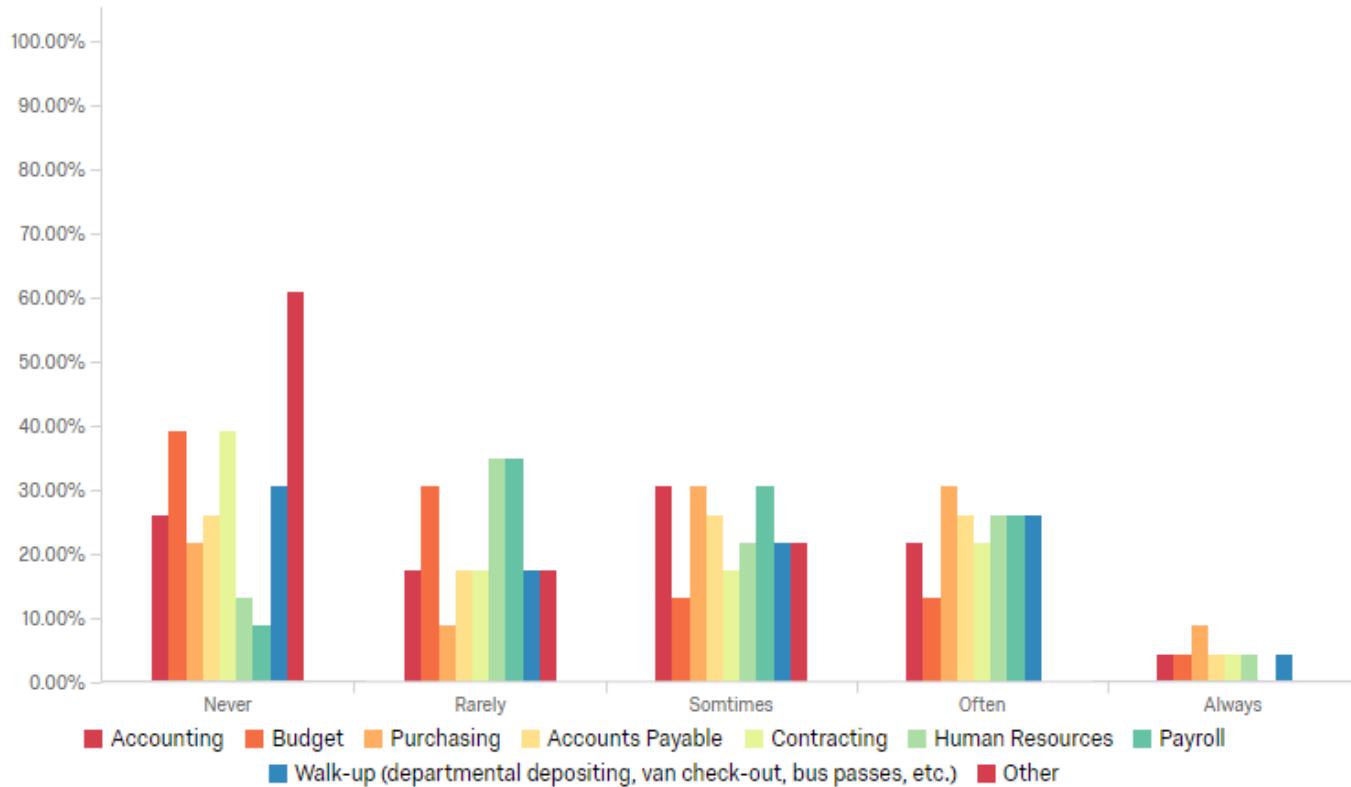
**Figure 1**



## 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 Purchasing (39.13%) and Human Resources (30.44%) with responses between Often and Always. The least utilized services are Contracting (39.13%) and Walk-up (30.43%) with response of Never.

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 again through email (82.61%) with coming in person (8.70%) next.

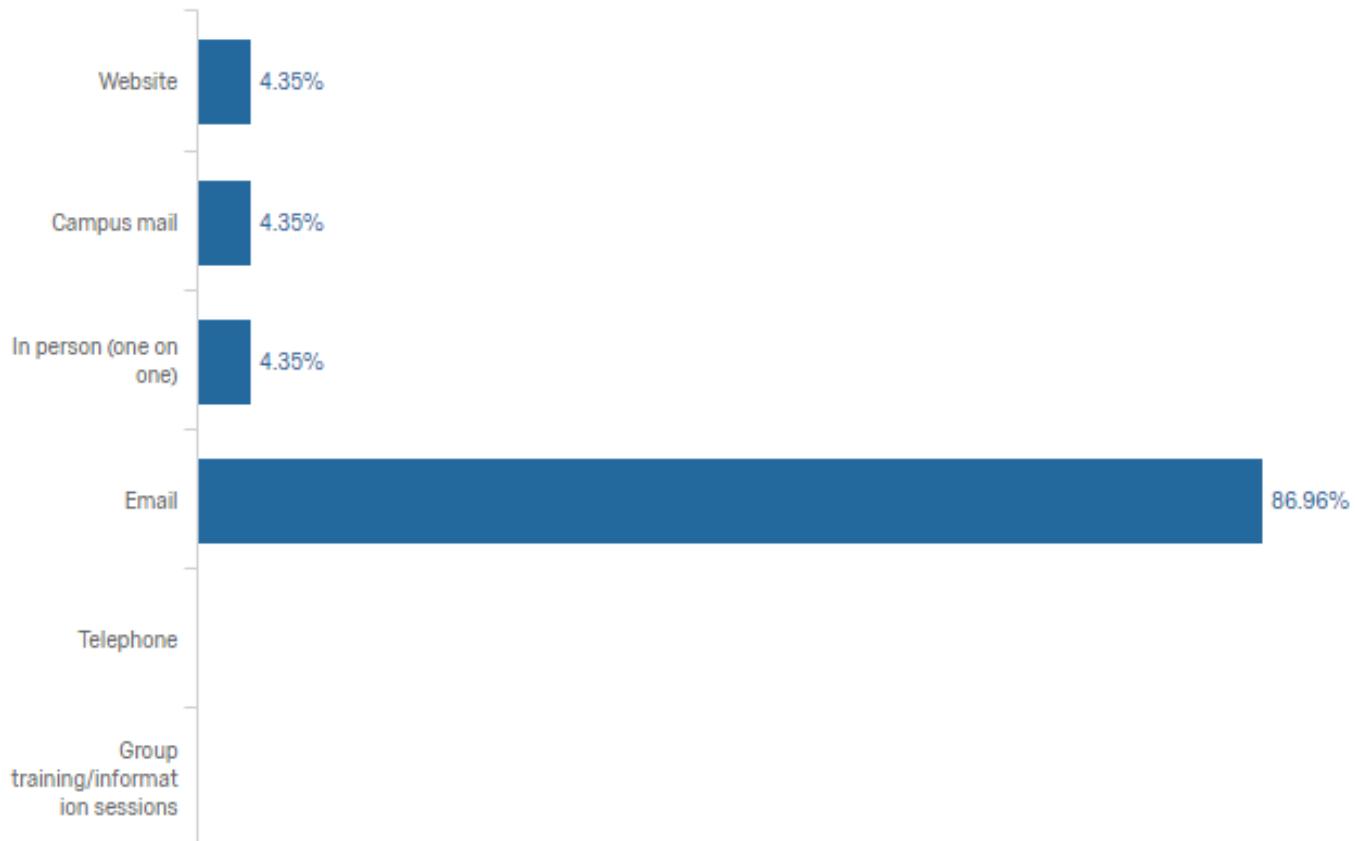
**Figure 3**



#### 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 continues to be the most preferred way by a large margin (86.96%) with phone calls, in person, and website being a distant second at 4.35% each.

Figure 4



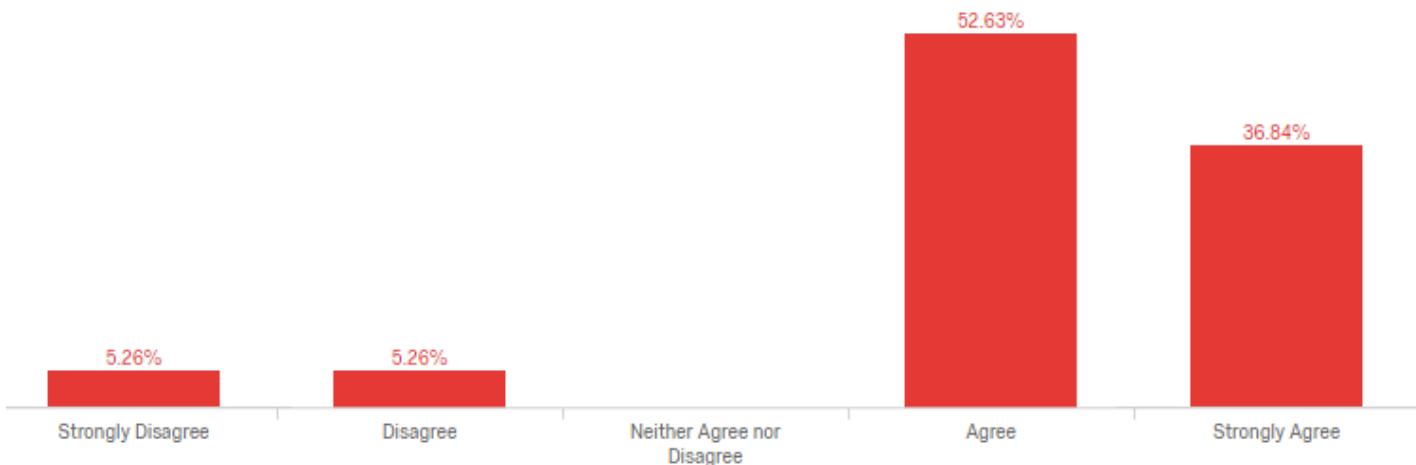
## 5. Please rate Service Center Purchasing and Contracting (Support Specialists) staff in the following:

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 (89.47%) of the clients replying agreed or strongly agreed that the Service Center Purchasing and Contracting staff is timely in responding.

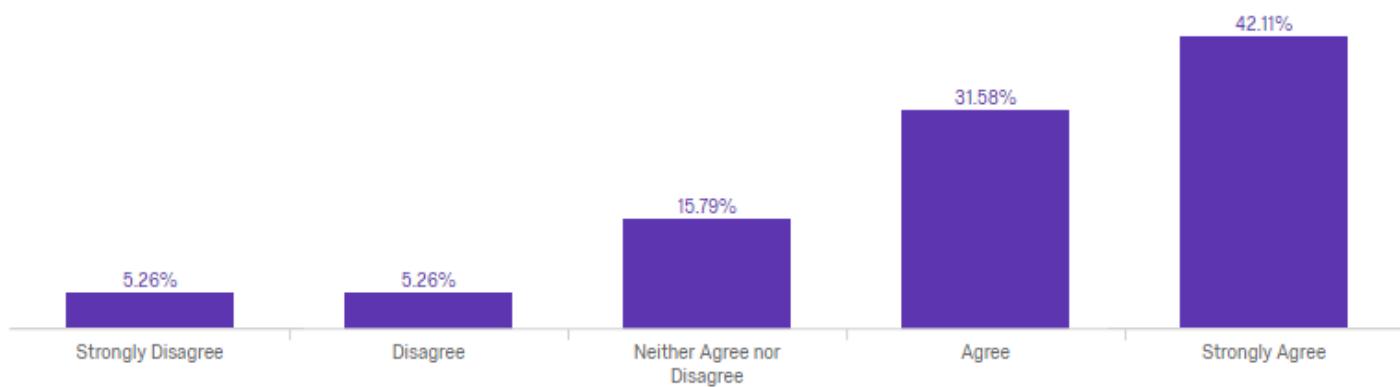
**Figure 6**



## 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 (73.69%) indicated they agreed or strongly agreed that staff handles these, although it is a decline from 2015-16 by about 10%.

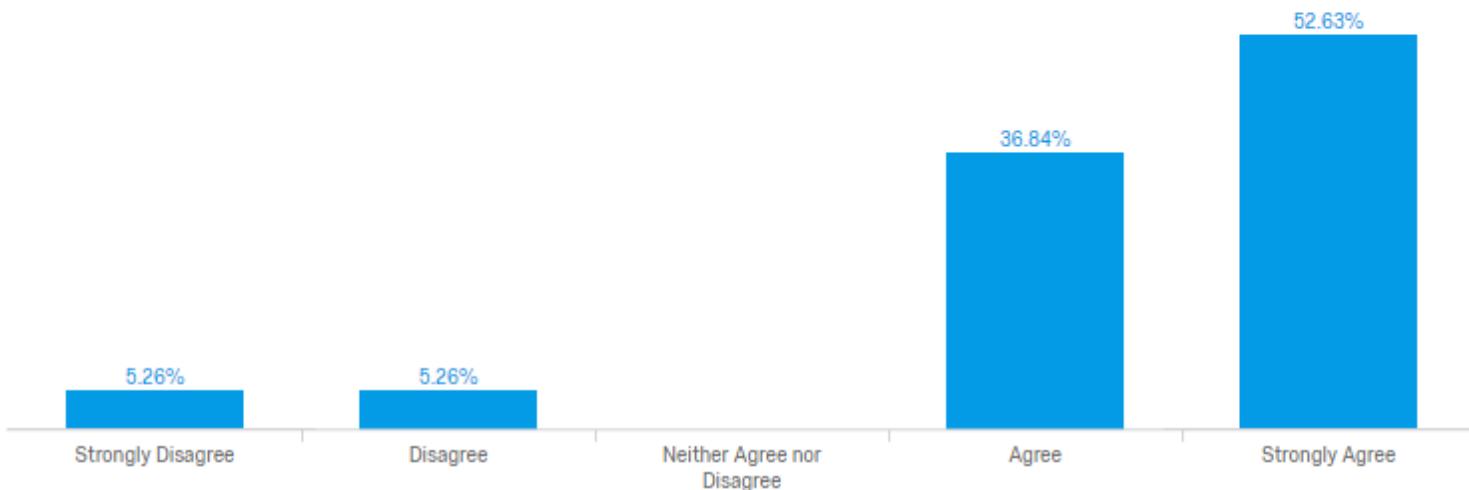
Figure 7



### 5c. Are professional

Figure 8 relates to how respondents think about the professionalism of the Purchasing and Contracting Staff. A high percentage (89.47%) of the 19 clients that answered this question agreed or strongly agreed the staff is professional. This remains about the same from May 2016 (86.79%).

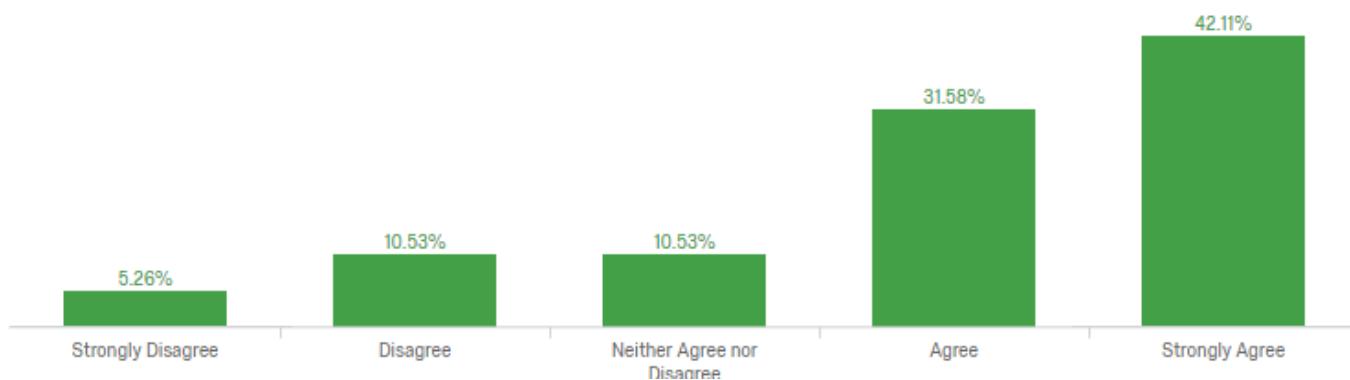
Figure 8



## 5d. Are knowledgeable

Figure 9 shows what respondents think of the knowledge base of the Support Specialists. Again, a majority (73.69%) of the 19 clients responding to the question agreed or strongly agreed. However, this is a decline from 83.02% in May 2016 and an increase in those that Disagreed or Strongly Disagreed (11.32% in 2016 to 16.13% in 2017).

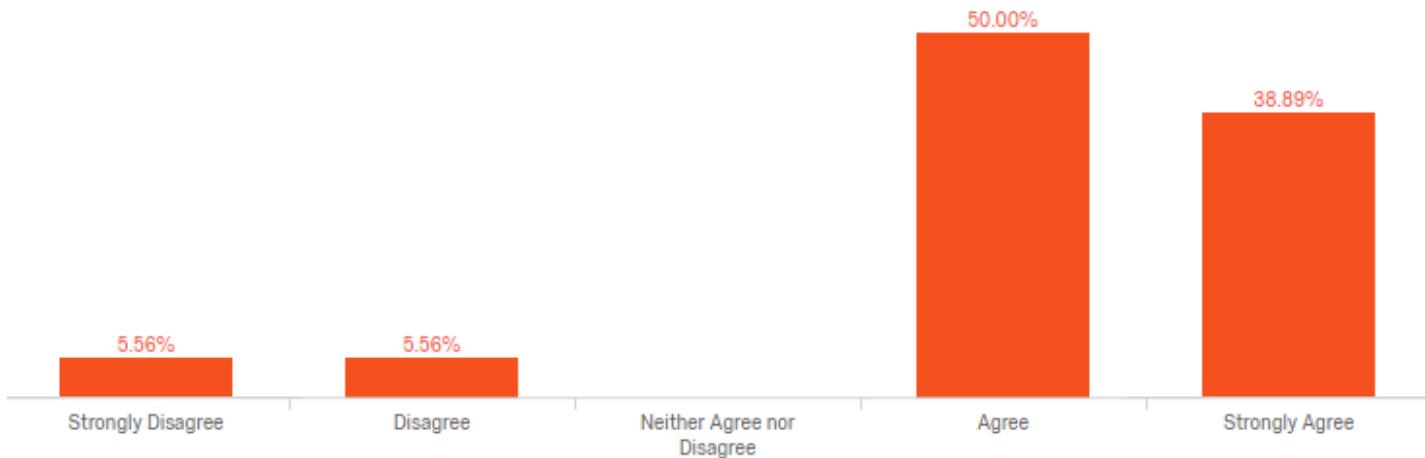
**Figure 9**



## 5e. Provides great customer service

Figure 10 shows what respondents thought of the customer service provided by the Support Specialists. Again, a majority (88.89%) of the 19 clients responding to the question agreed or strongly agreed. Although, the percentage that Agreed and Strongly Agreed shifted over the year (2016- Agreed 26.42% and Strongly Agreed 56.60%, 2017- Agreed 50.00% and Strongly Agree 38.89%).

**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 “Are knowledgeable” ranking the lowest at just below agreed. The overall mean is slightly lower than in 2016.

Figure 11



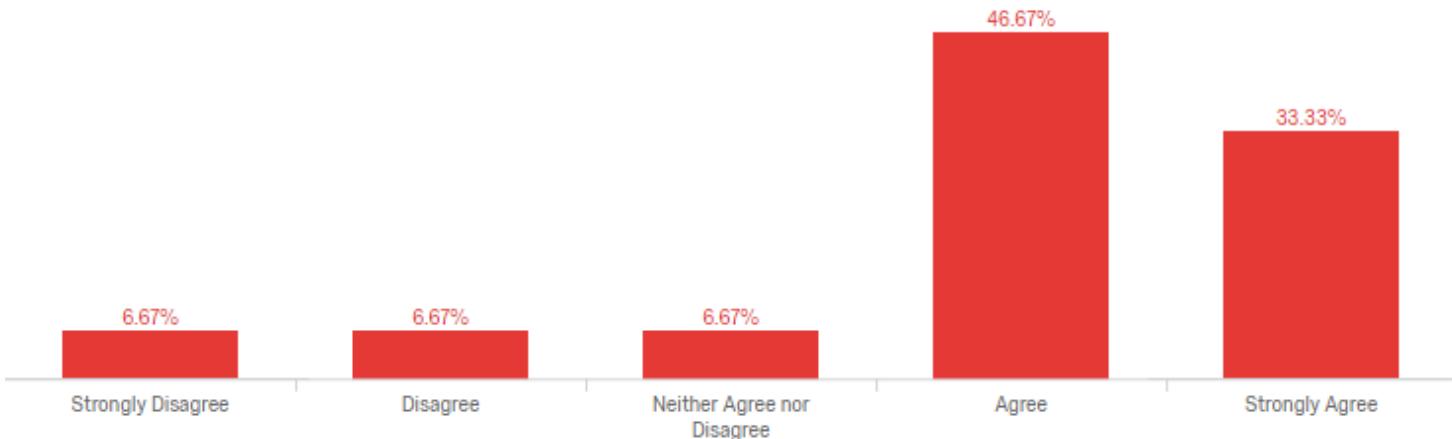
## 6. Please rate Service Center Account and Budget staff in the following:

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 (80.00%) of the clients replying agreed or strongly agreed that the Service Center Account and Budget staff is timely in responding. This remains roughly flat overall from 2016.

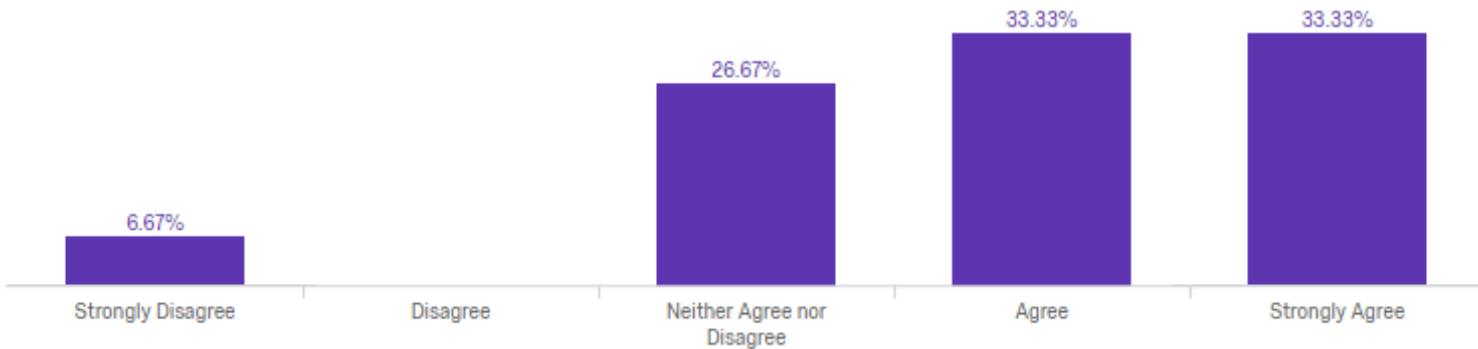
Figure 12



## 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 (66.66%) indicated they agreed or strongly agreed that staff handles these. However, this is down from 78% in 2016 and there was an increase in those that neither agreed nor disagreed with this statement (2016- 14%, 2017- 26.67%).

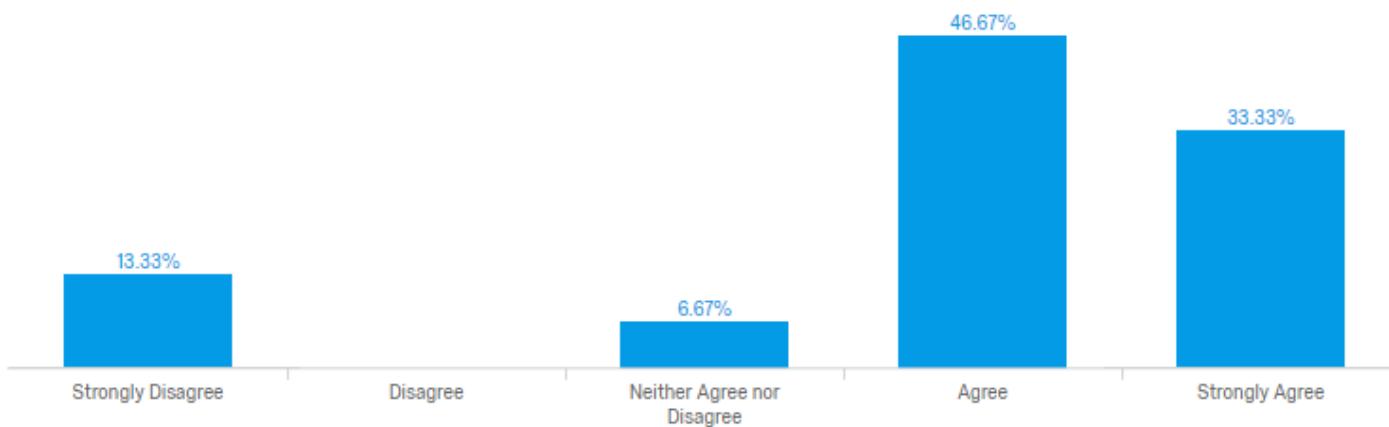
Figure 13



### 6c. Are professional

Figure 14 relates to how respondents thought about the professionalism of the Account and Budget Staff. Still a high percentage (80.00%) of the 15 clients that answered this question agreed or strongly agreed the staff is professional. However, there was a slight shift from those that strongly agreed to agreed (4.67%) and an increase from 2016 of 7.33% in those that strongly disagreed.

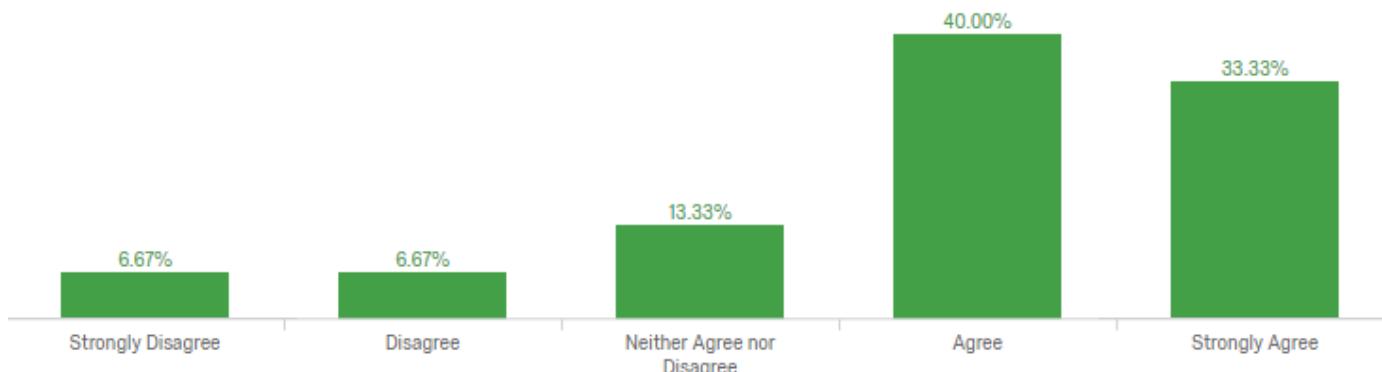
**Figure 14**



## 6d. Are knowledgeable

Figure 15 shows what respondents thought of the knowledge base of the Account and Budget Specialists. Again, a majority (73.33%) of the 15 clients responding to the question agreed or strongly agreed. There was a slight decrease (.67%) in those that neither agreed nor disagreed and slight increases in strongly disagree and disagree (.67% and 2.67%, respectively).

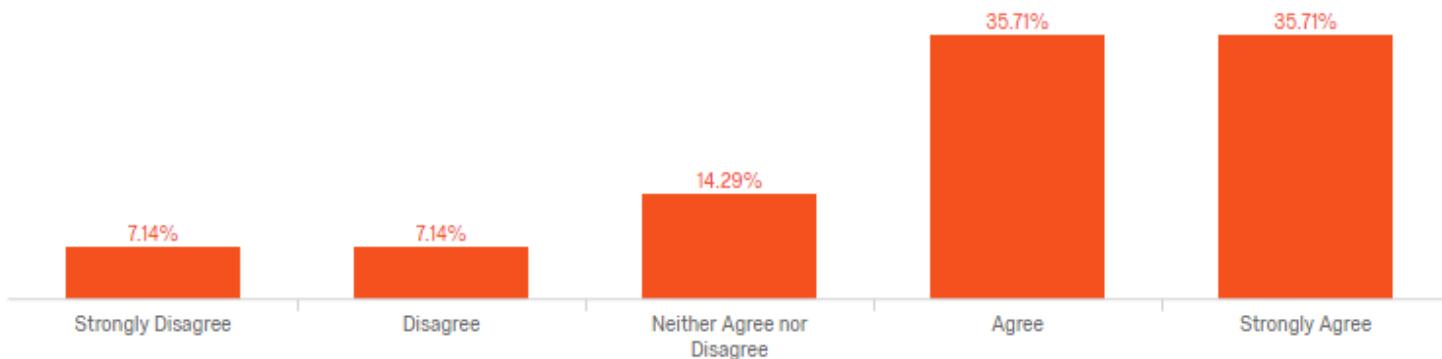
**Figure 15**



## 6e. Provides great customer service

Figure 16 shows what respondents thought of the customer service provided by the Account and Budget Specialists. A majority (71.42%) of those responding to the question agreed or strongly agreed. Again, those that neither agreed nor disagreed decreased slightly (1.71%) while those that disagreed and strongly disagreed increased slightly (5.14% and 1.14%, respectively).

**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 just below agreed with the statements, with “Provides great customer service” ranking the lowest. This is a drop in the mean overall from 2016 by 0.096 point.

Figure 17



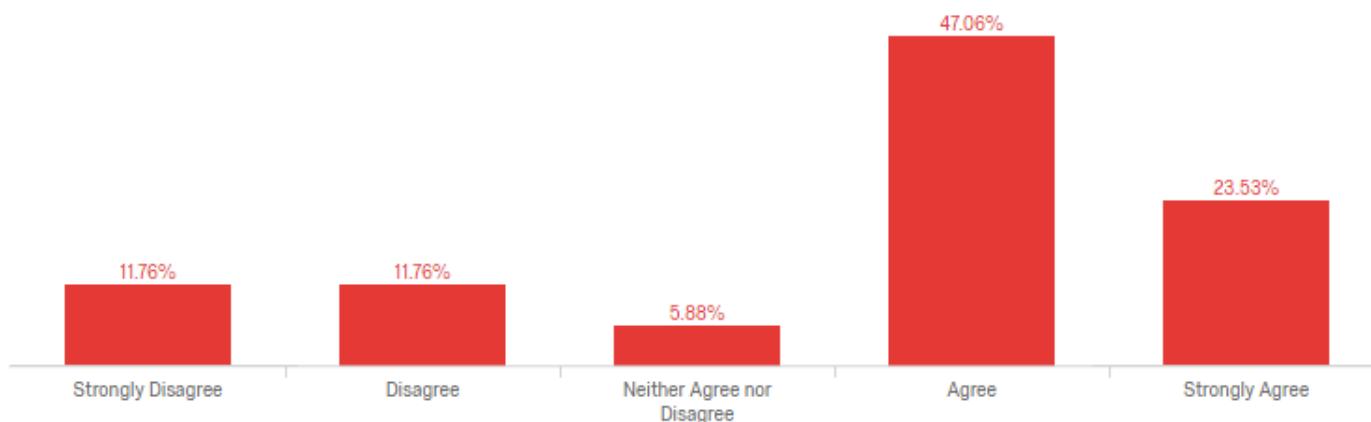
## 7. Please rate Service Center Human Resources staff in the following:

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. A majority (70.59%) (53.58%) of the 17 clients replying agreed or strongly agreed that the Service Center Human Resources staff is timely in responding. This is an increase of 17.01% in these categories from 2016. Respectively, there was a decrease of 8.63% from 2016 for those that disagreed or strongly disagreed.

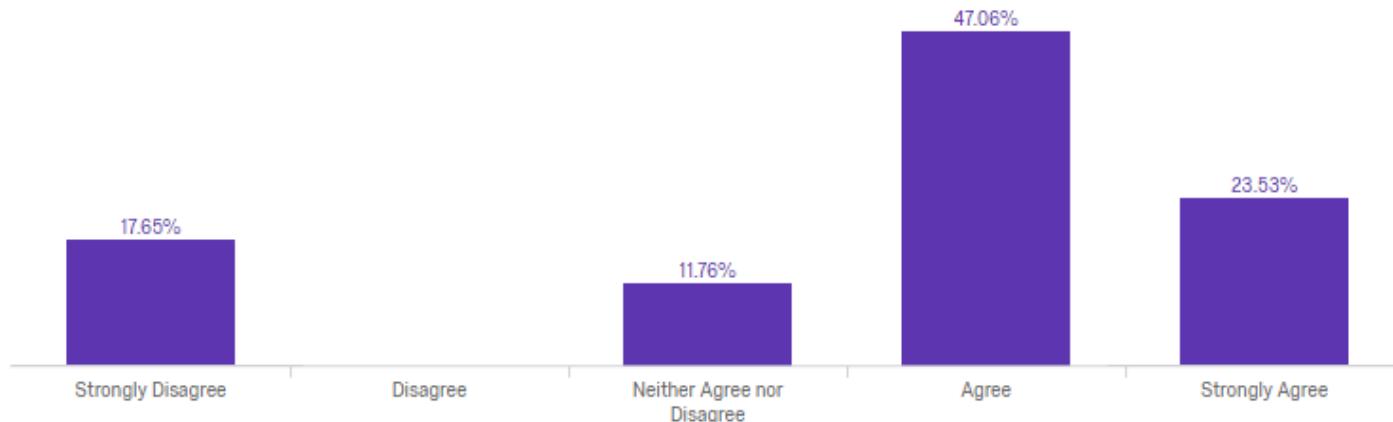
Figure 18



## 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. Another increase of about 10% from 2016 indicated they agreed or strongly agreed (70.59%).

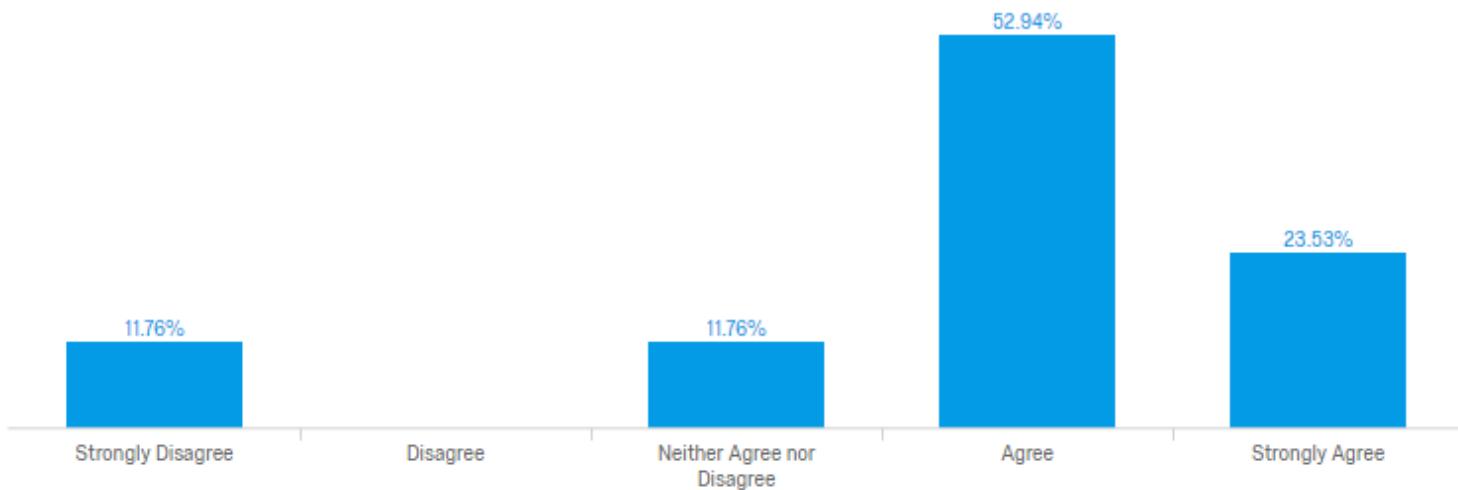
Figure 19



### 7c. Are professional

Figure 20 relates to how respondents thought about the professionalism of the Human Resources Staff. Of the 17 clients that answered this question, 76.47% agreed or strongly agreed the staff is professional.

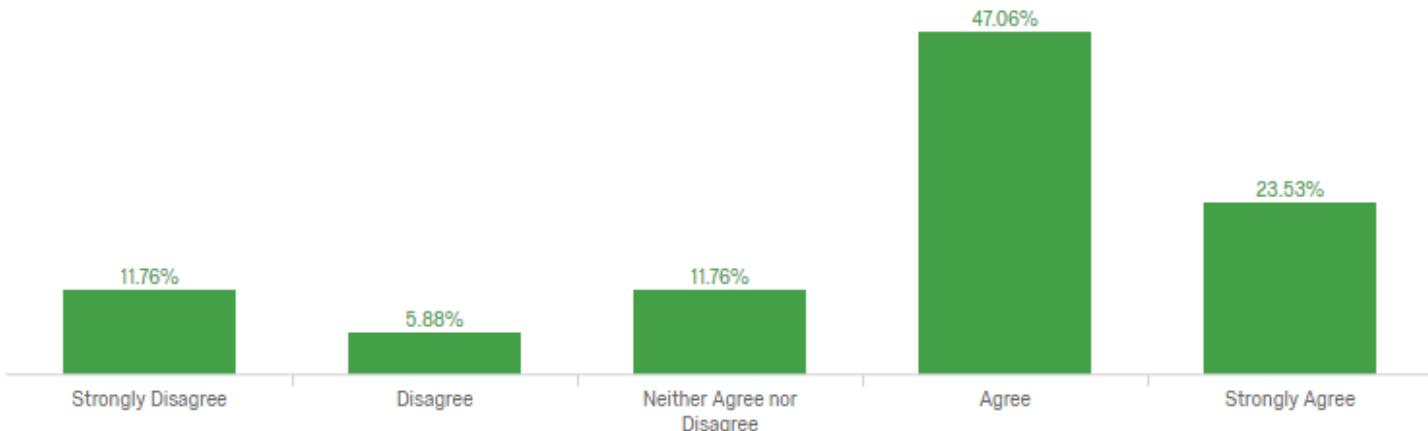
Figure 20



## 7d. Are knowledgeable

Figure 21 shows what respondents think of the knowledge base of the Human Resources Specialists. This year there was a decrease of just over 12% that agreed or strongly agreed (2017- 70.59%), while there was an increase in disagree and strongly disagree (2.24% and 2.67%, respectively).

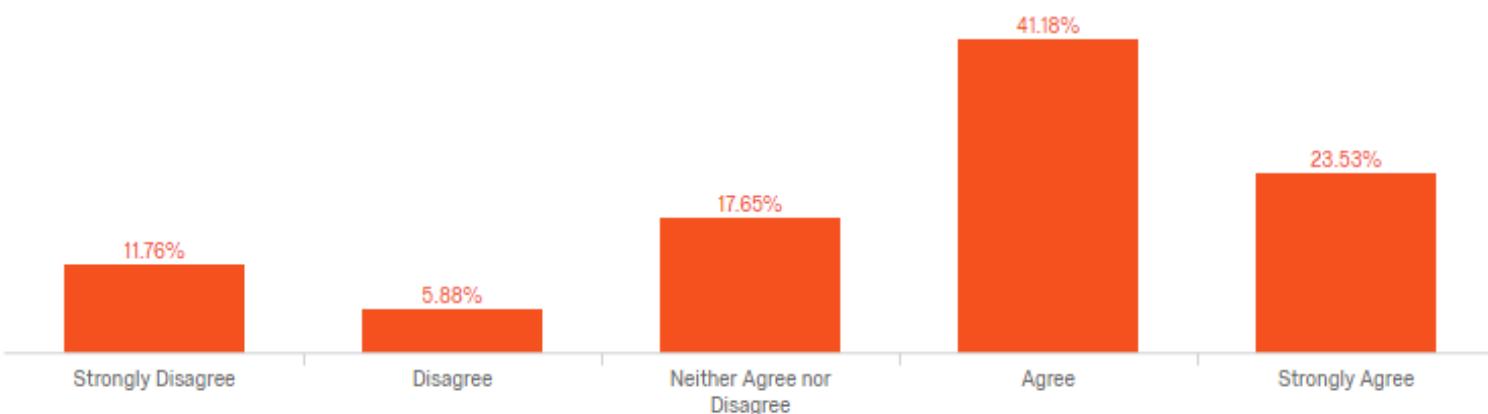
Figure 21



### 7e. Provides great customer service

Figure 22 shows what respondents thought of the customer service provided by the Human Resources Specialists. About two thirds (64.71%), an increase of about 10% over 2016, of the 17 clients responding to the question agreed or strongly agreed. .

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 a slight increase in the overall mean (0.076 points). “Are knowledgeable” is the only category that decreased in 2017.

Figure 23



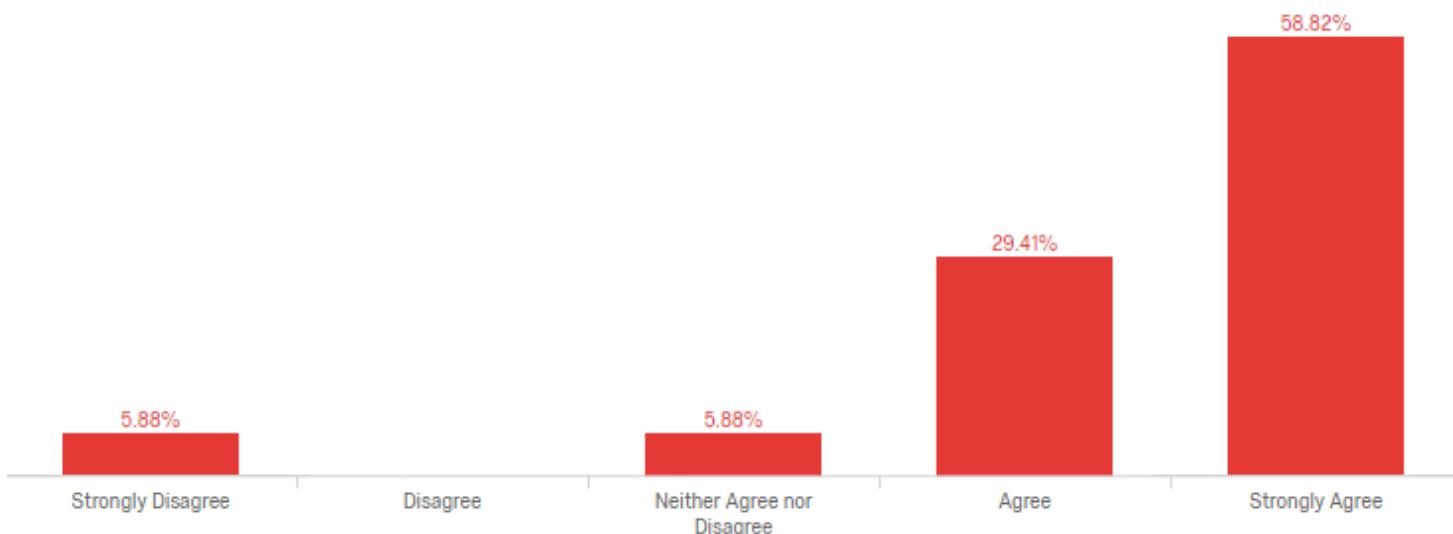
## 8. Please rate Service Center Payroll staff in the following:

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 (88.23%) of the clients replying agreed or strongly agreed that the Service Center Payroll staff is timely in responding. This is a slight increase over 2016.

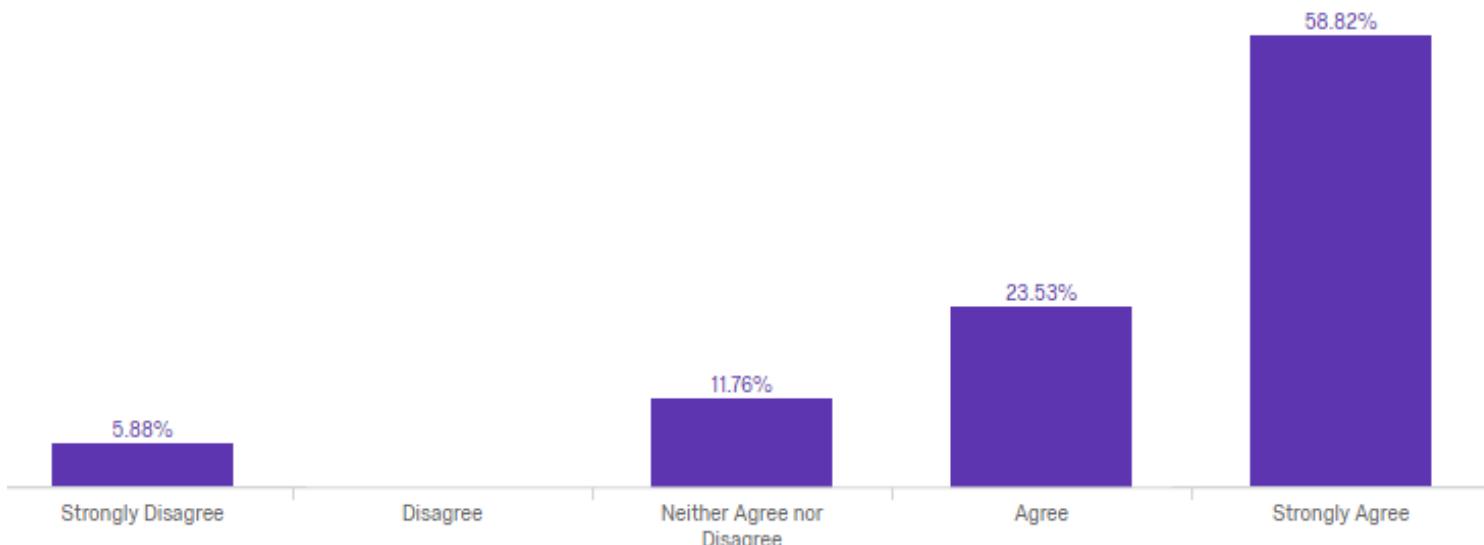
Figure 24



## 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 (82.35%) indicated they agreed or strongly agreed that staff handles issues to their satisfaction. This is a decrease of about 5% from 2016.

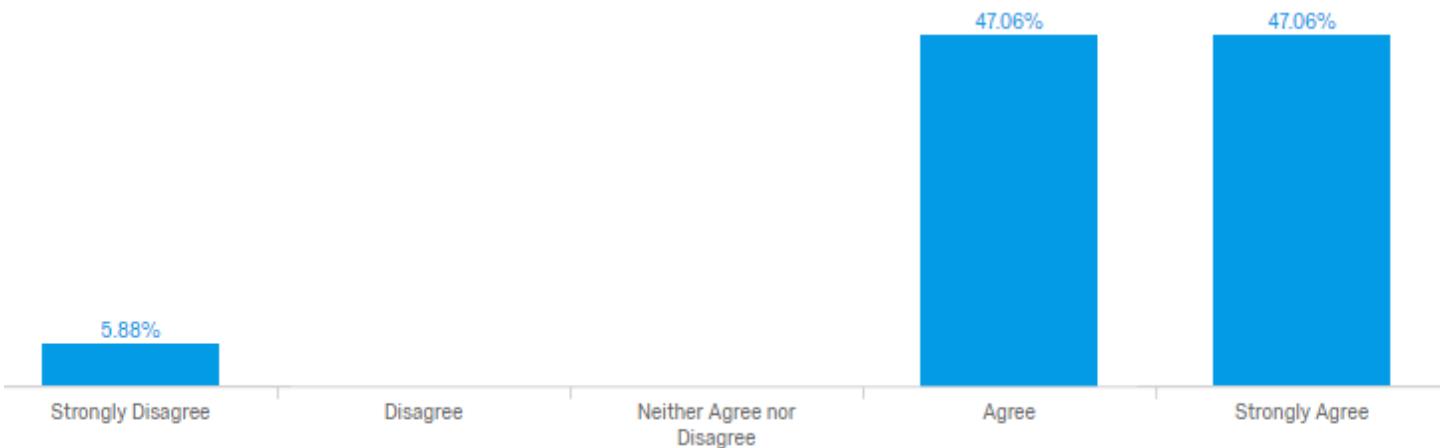
Figure 25



### 8c. Are professional

Figure 26 relates to how respondents thought about the professionalism of the Payroll Staff. A high percentage (94.12%) of the 17 clients that answered this question agreed or strongly agreed the staff is professional.

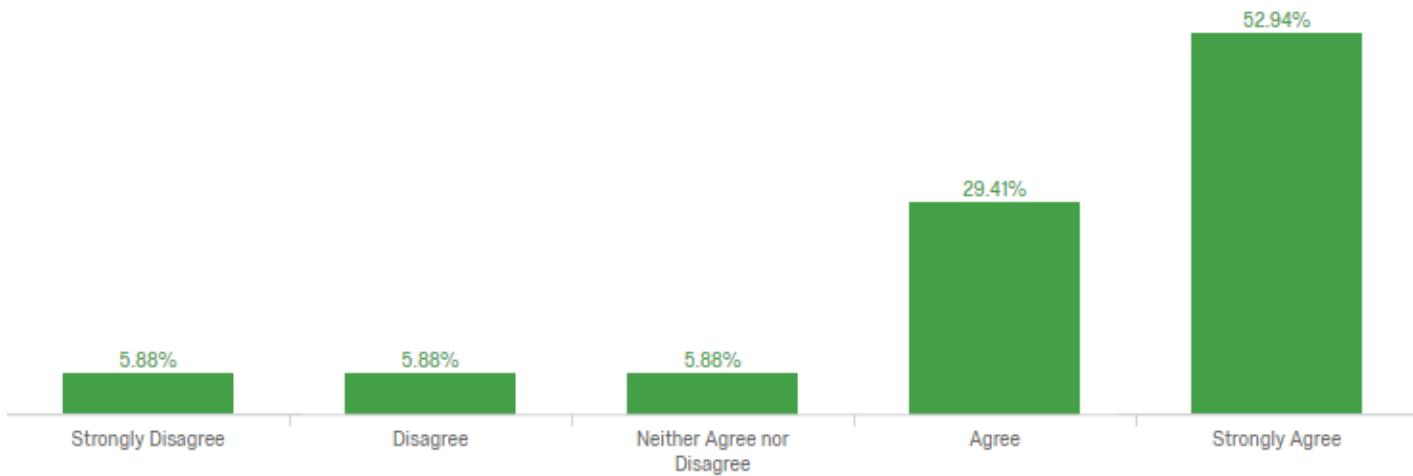
Figure 26



## 8d. Are knowledgeable

Figure 27 shows what respondents thought of the knowledge base of the Payroll Specialists. Again, a majority (82.35%) of the 17 clients responding to the question agreed or strongly agreed. Again, down about 5% from 2016.

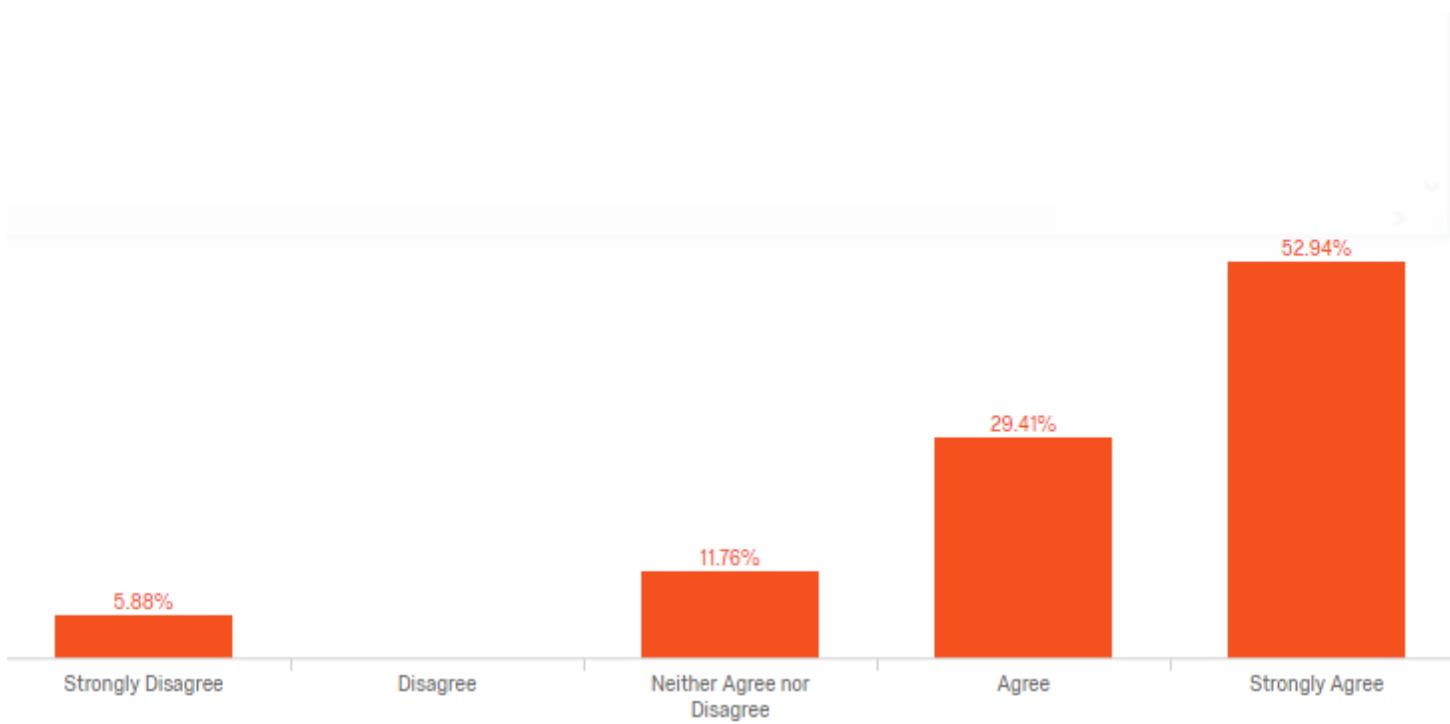
Figure 27



### 8e. Provides great customer service

Figure 28 shows what respondents thought of the customer service provided by the Payroll Specialists. In keeping with the trend of about 5% down from 2016, a majority (82.35%) of the 17 clients responding to the question agreed or strongly agreed. Most of the differential moved into neither agree or disagree category (11.76%).

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 “Are knowledgeable” ranking the lowest. Not much change from 2016.

Figure 29



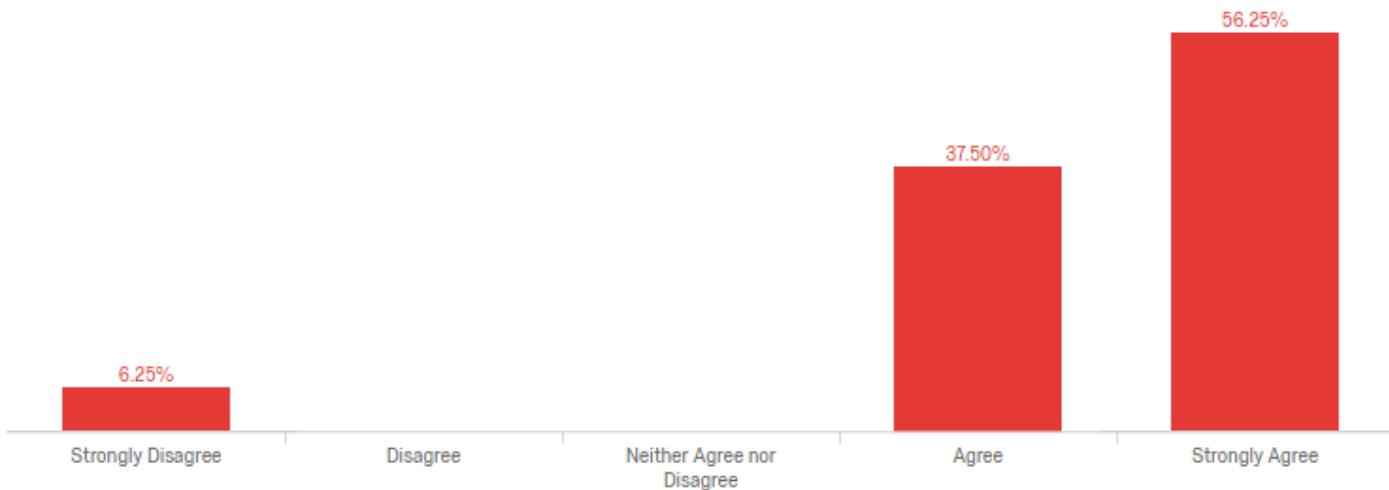
## 9. Please rate Service Center Front Desk staff in the following:

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 (93.75%) of the clients replied agreed or strongly agreed that the Service Center Front Desk staff is timely in responding. This is an increase of almost 18% from 2016.

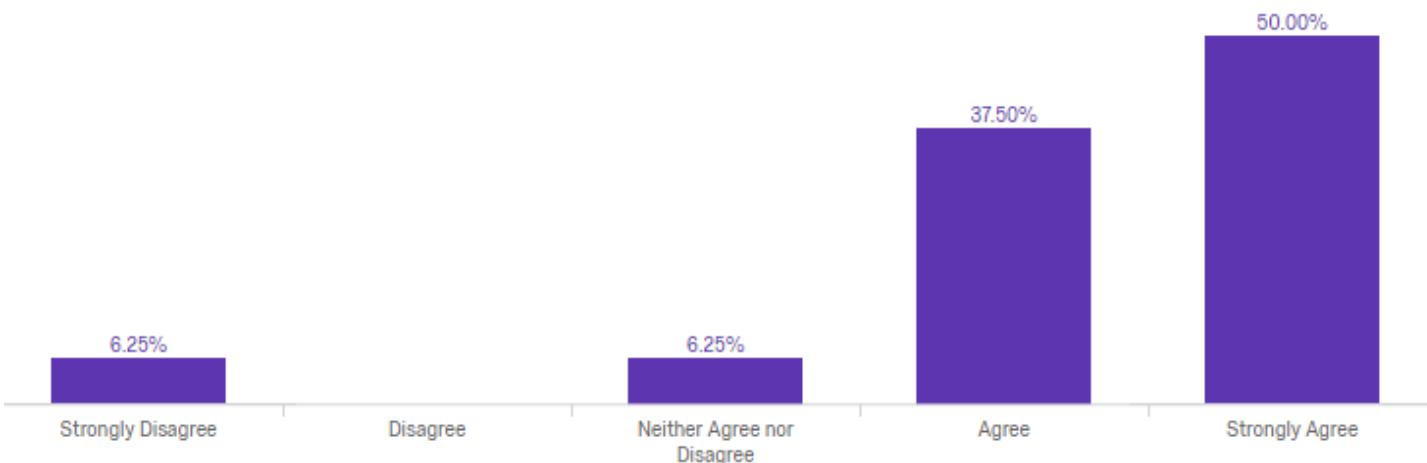
Figure 30



## 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 (87.50%) indicated they agreed or strongly agreed. This is an increase of about 13%.

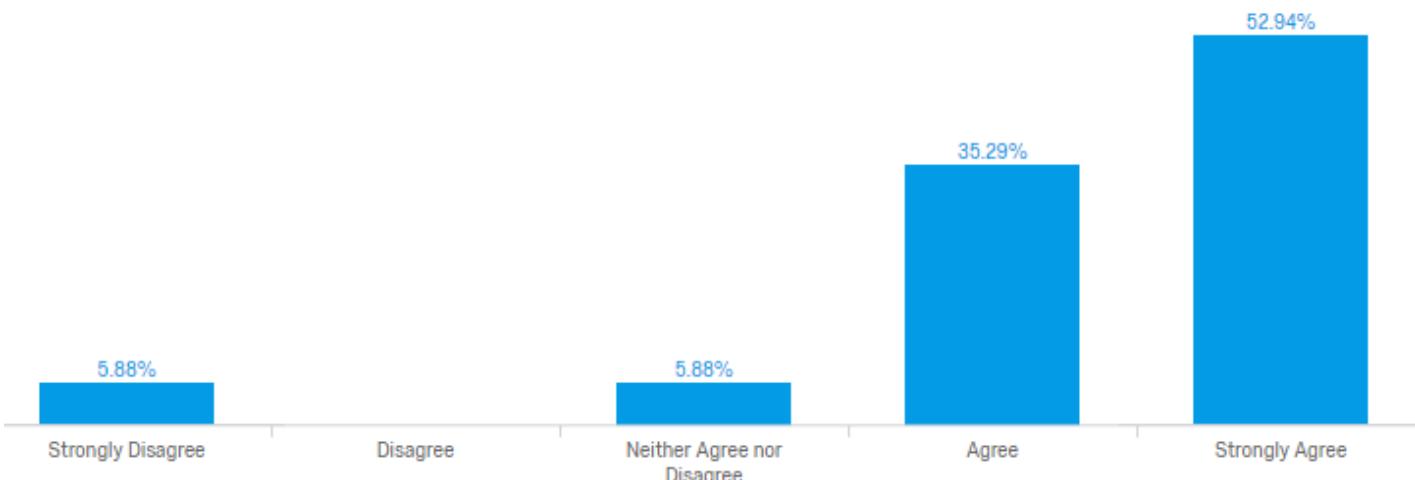
Figure 31



### 9c. Are professional

Figure 32 relates to how respondents thought about the professionalism of the Front Desk staff. A high percentage (88.23%) of the 17 clients that answered this question agreed or strongly agreed the staff is professional. Again, an increase of over 13% from 2016.

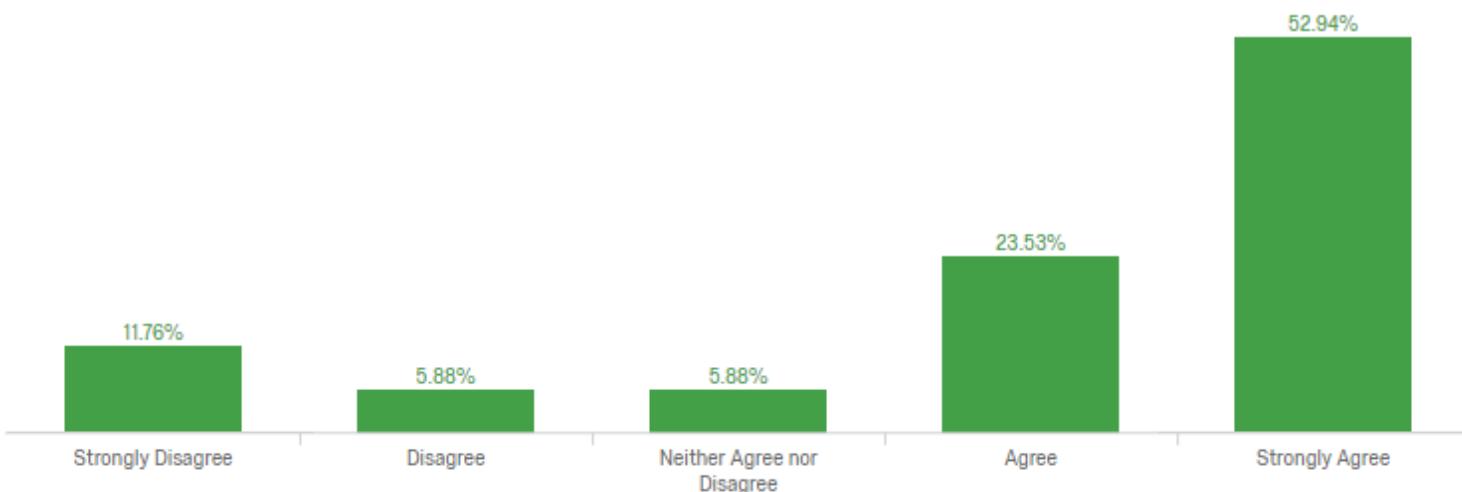
Figure 32



## 9d. Are knowledgeable

Figure 33 shows what respondents think of the knowledge base of the Front Desk staff. A high percentage (76.47%) of the 17 clients responded to the question agreed or strongly agreed. However, there was also an increase in the disagree (0.22%) and strongly disagree (6.10%) categories.

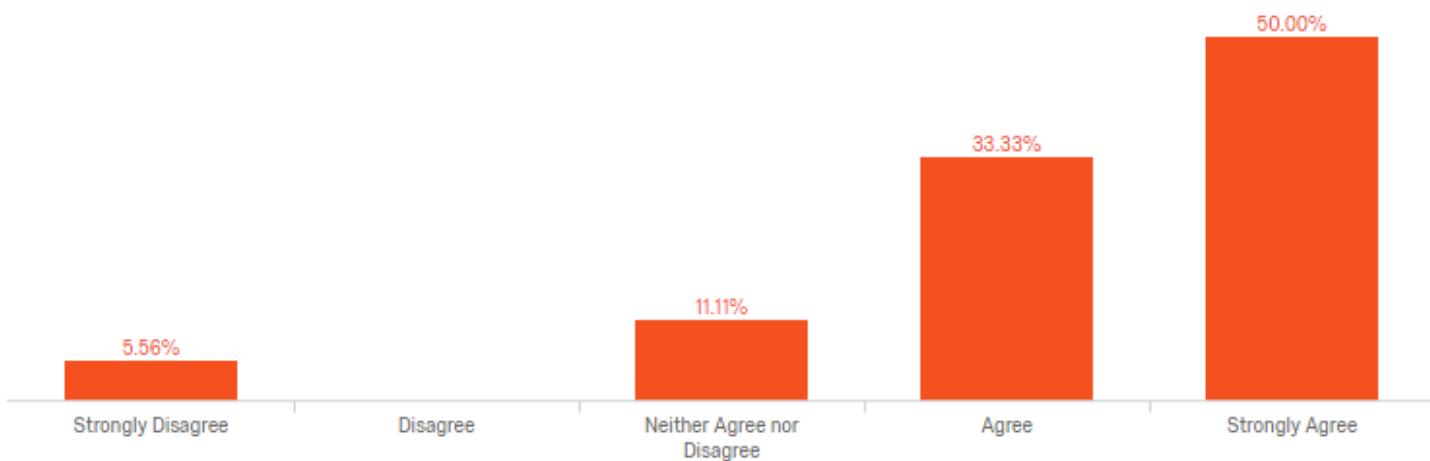
Figure 33



### 9e. Provides great customer service

Figure 34 shows what respondents thought of the customer service provided by the Front Desk staff. Again, a majority (83.33%) of the 17 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 to strongly agree with the statements, with "Are knowledgeable" remaining the lowest at agreed. Overall there is an increase in the mean of 0.85.

Figure 35



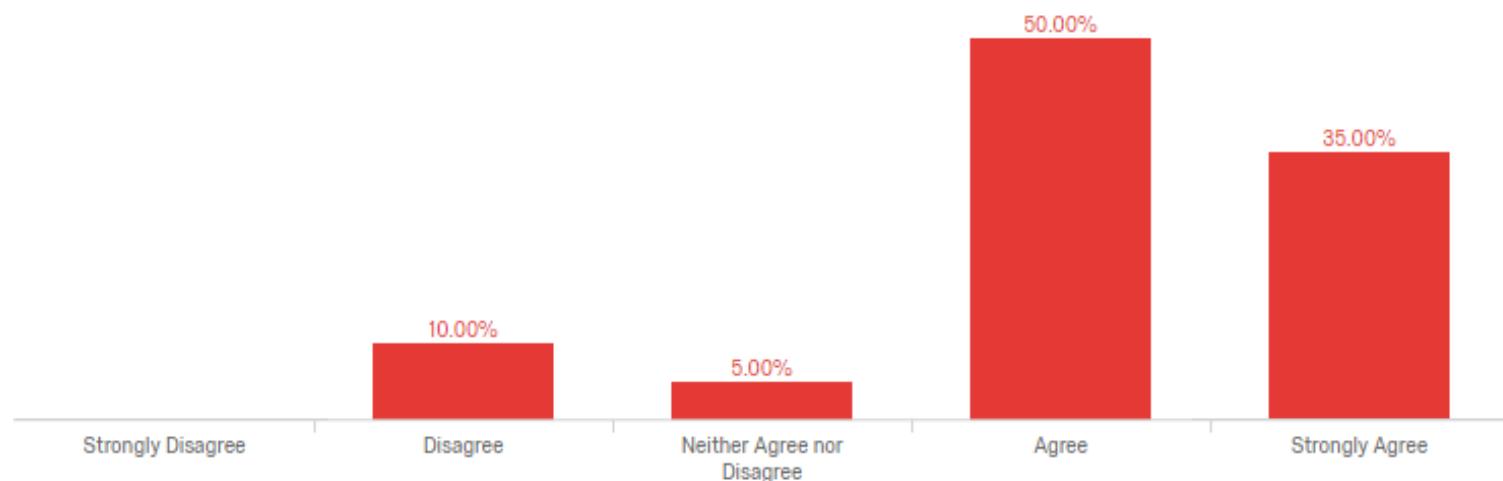
## 10. Please rate the Service Center in the following:

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. A majority of the 20 respondents (85.00%) agreed or strongly agreed that they knew who to contact in the Service Center for their questions.

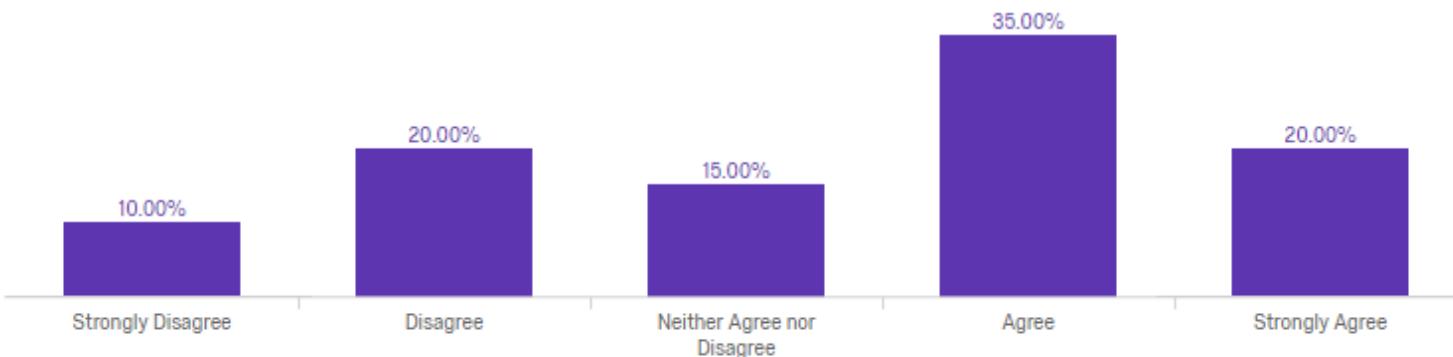
**Figure 36**



## 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. Just over half of the 20 respondents (55.00%) agreed or strongly agreed that the Service Center provided clear direction. The percentage of those that disagreed increased significantly from 2016 (11.30%).

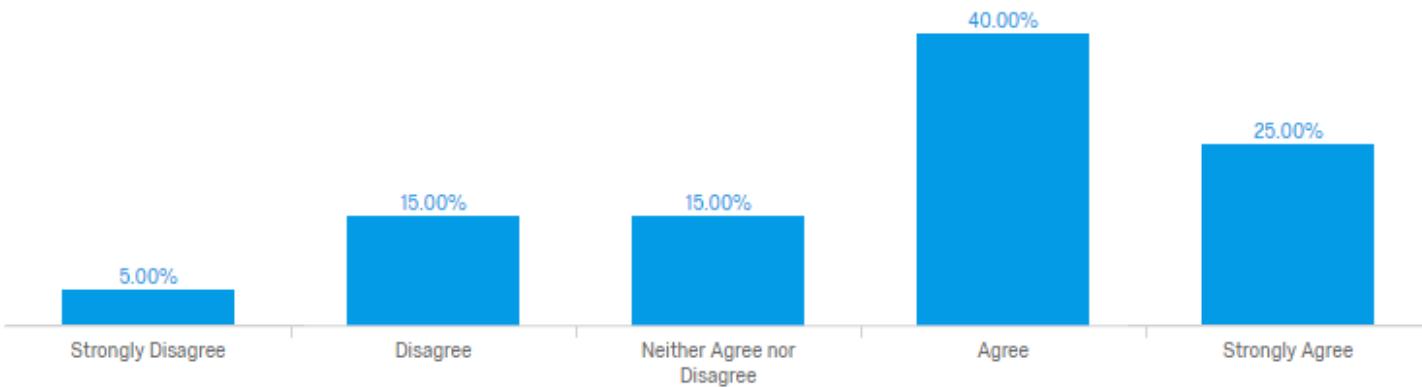
**Figure 37**



### 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 (65.00%) of the 20 clients agreed or strongly agreed that the Service Center provides useful support, a slight increase over 2016. Those that neither agreed nor disagreed and those that disagreed was the remaining majority (30%).

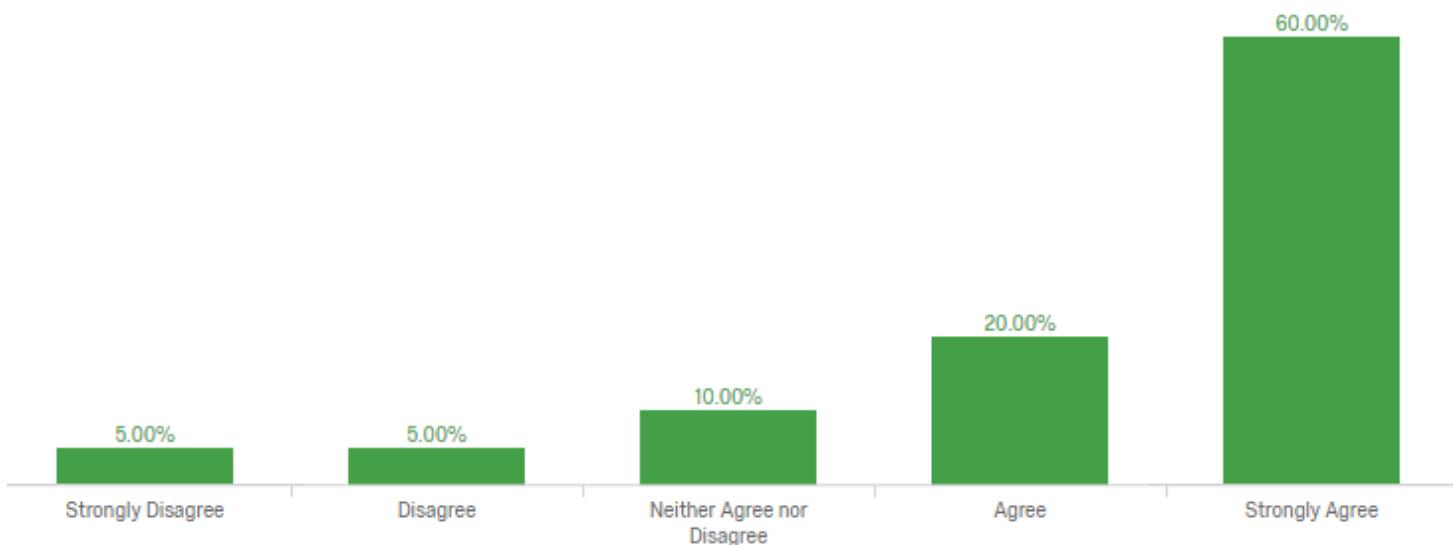
**Figure 38**



#### 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 (80.00%) agreed or strongly agreed with the statement, which is a slight improvement over 2016 (about 3% increase).

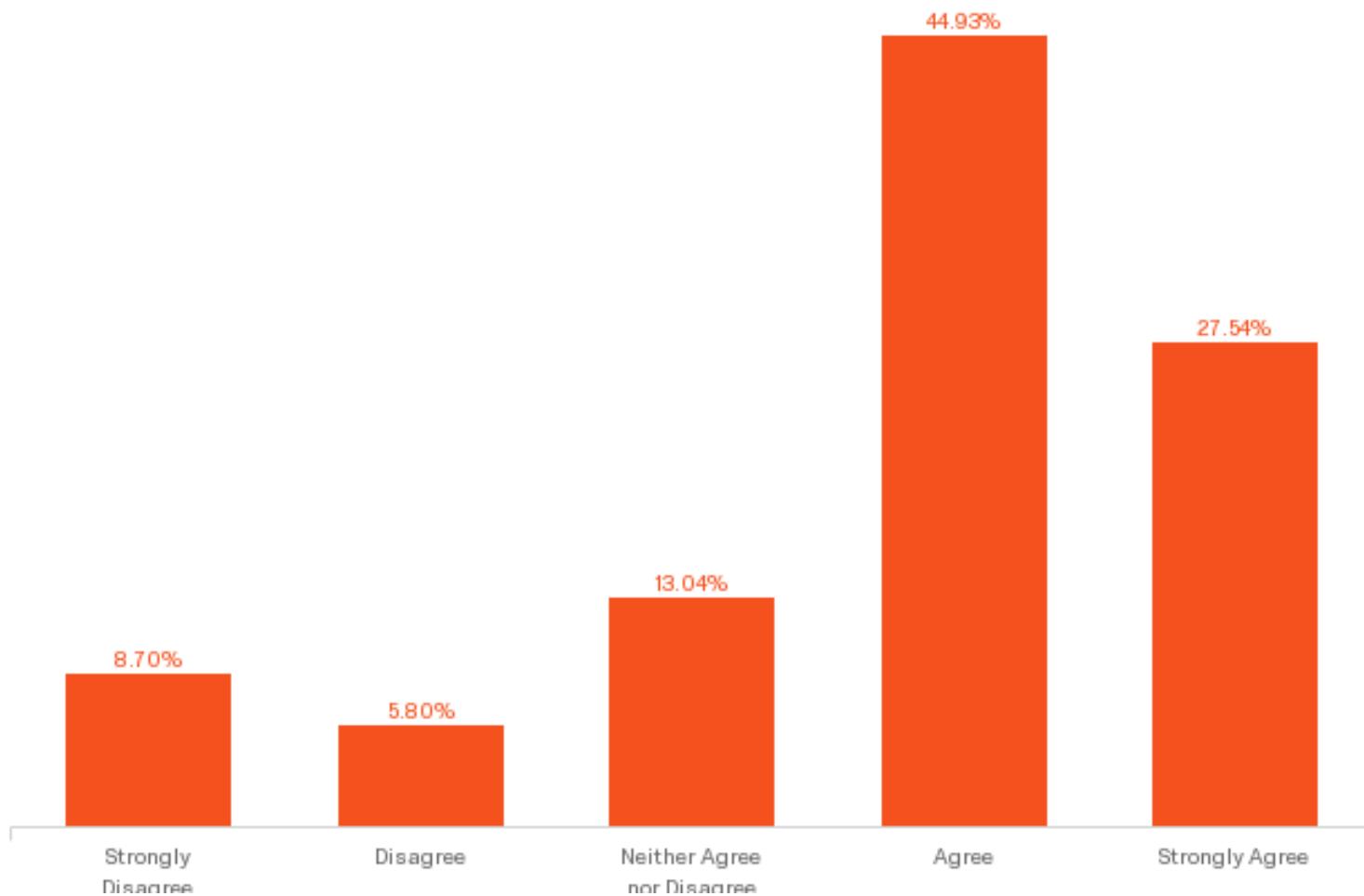
Figure 39



#### 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 (70.00%) of the 20 respondents agreed or strongly agreed that they have had constructive exchanges with staff. However, this is a decrease of over 2% from 2016 with both disagree and strongly disagree increasing by a total of about 5%.

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, as with 2016, 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. Overall, the mean increased by 0.20 from 2016.

Figure 41



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

Of the 23 respondents, 11 issued comments in this field. The overall feedback focused on the staffing in the Service Center. As with previous surveys, common themes are positive, customer service driven, and helpful staff. New this year were comments about how the internal changes to structure and staffing helped the departments receive better service and a noticeable difference in the service provided.

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

Of the 23 respondents, 10 input comments in this open-ended field. Some of the reoccurring common themes of constructive feedback from the survey included continued work on developing better processes, communicating policy and procedure better and more timely, and involving the departments more in decisions on processes.

Some comments that touch on these areas include:

- Updating website items more often.
- Better communication of changes and allowing departments time to adjust.
- Ensuring Service Center is staffed during business hours.
- Better training for staff.
- Better process development.

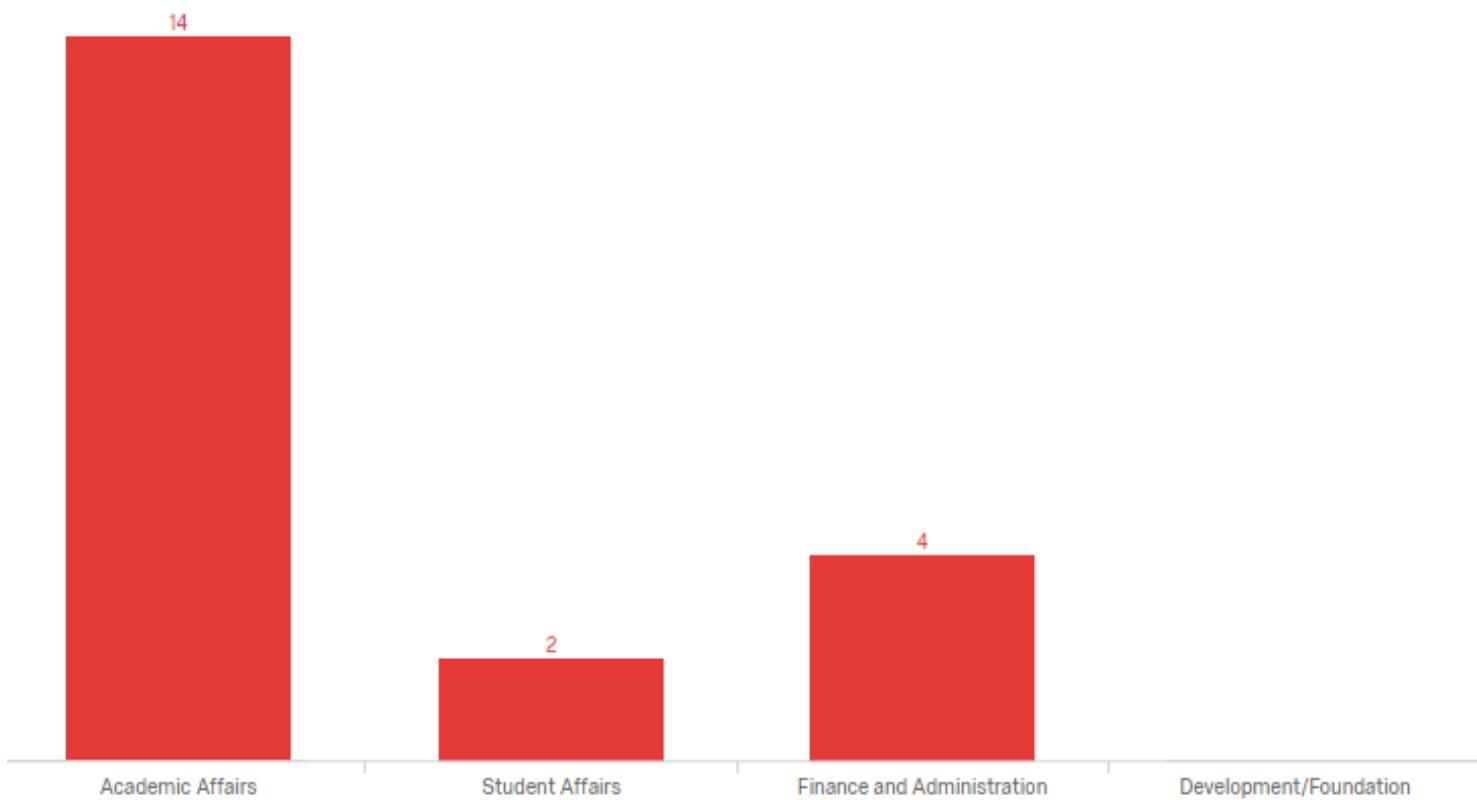
## **13. Additional Comments**

Of the 23 respondents, 2 left additional comments for the Service Center. One comment praised the service from their assigned Service Center team members and the other wanted more information when new Service Center staff was hired.

## 14. In which area do you work?

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

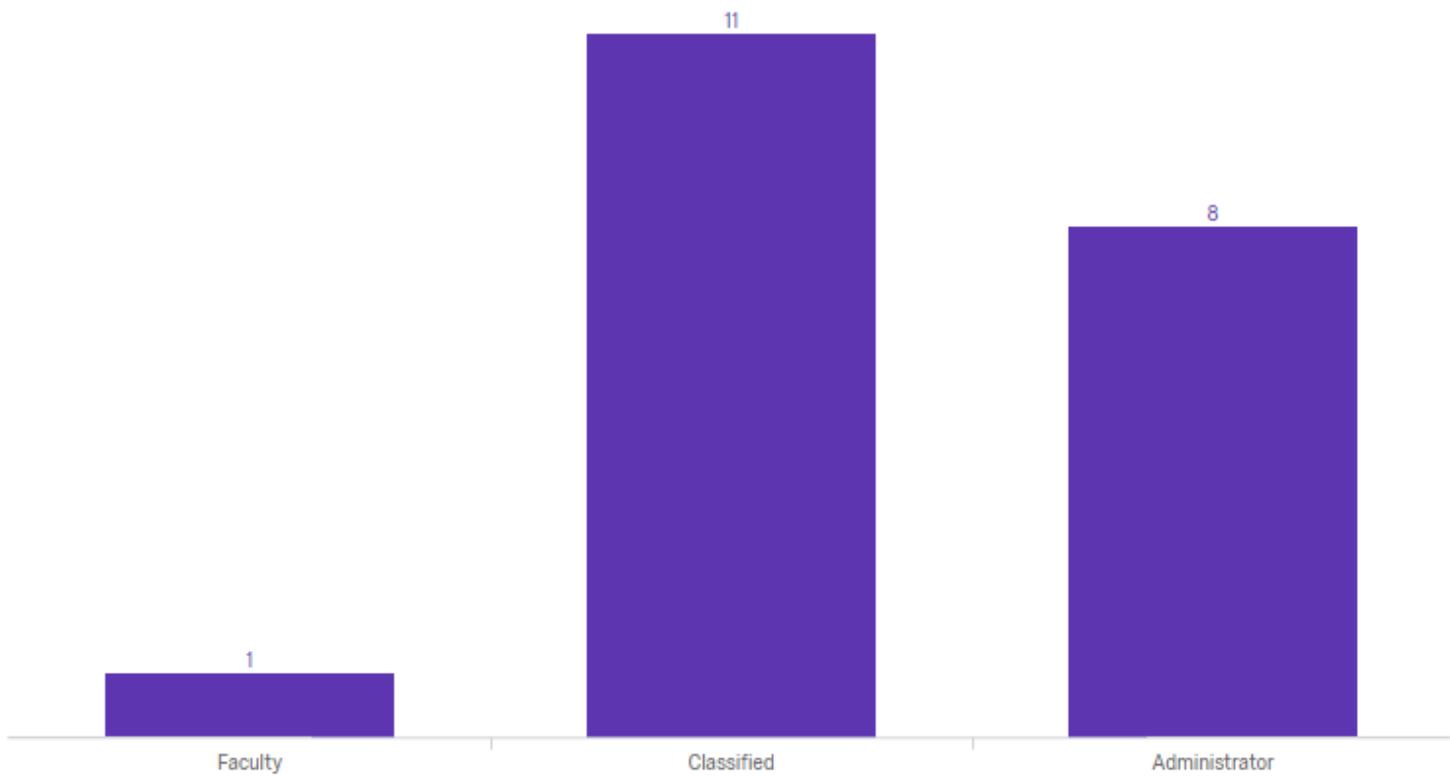
**Figure 41**



## 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**

