



**SERVICE
CENTER**

Service Satisfaction Survey

May 2018

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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 fifth survey in May 2018. This survey utilized questions from the May 2017 assessment to establish a base comparison of growth. The questionnaire consisted of 20 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 2018 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. Campus was notified of the survey through the new SOU Southern Exposure daily newsletter, Service Center Newsletter, and some targeted emails. There were approximately 930 employees at the time of the survey launch, of which 55 responded, a 6% response rate. This is also 32 more responses than May 2017, an increase of 139%.

Overview of Key Findings

The survey in 2018 had a total of 55 respondents, about 6% of eligible staff and faculty. This is an increase in turn-out from 2017, but comparatively low.

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 2018 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. Payroll is once again the most used service, with Purchasing remaining high. Contracting and Budget were again the least used services, although the amount of contracts processed in 2017-18 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), however, other means are beginning to increase.
4. The mean score for all Service Center areas (Figures 6 through 10) increased over 2017.
5. The mean scores for all categories for overall Service Center operations (Figure 11) increased over 2017.
6. In the open-ended comments, respondents continue with similar themes: friendly staff utilizing good customer service. As with the 2017 comments, there is a noticeable improvement in Service Center capabilities to provide indicated services.
7. Respondents indicated that the Service Center has the opportunity to continuing improving communication to campus on policy and procedures.

1. How often do you use the Service Center?

Figure 1 shows representation of the frequency respondents utilize the Service Center. Of the 55 users who answered the question, most (30.9%) utilize services several times a week, with the next group several times a month (29.1%).

Figure 1

Summary of Q1: How often do you use the Service Center?

Sample Size ⓘ	Number of distinct categories
55	7

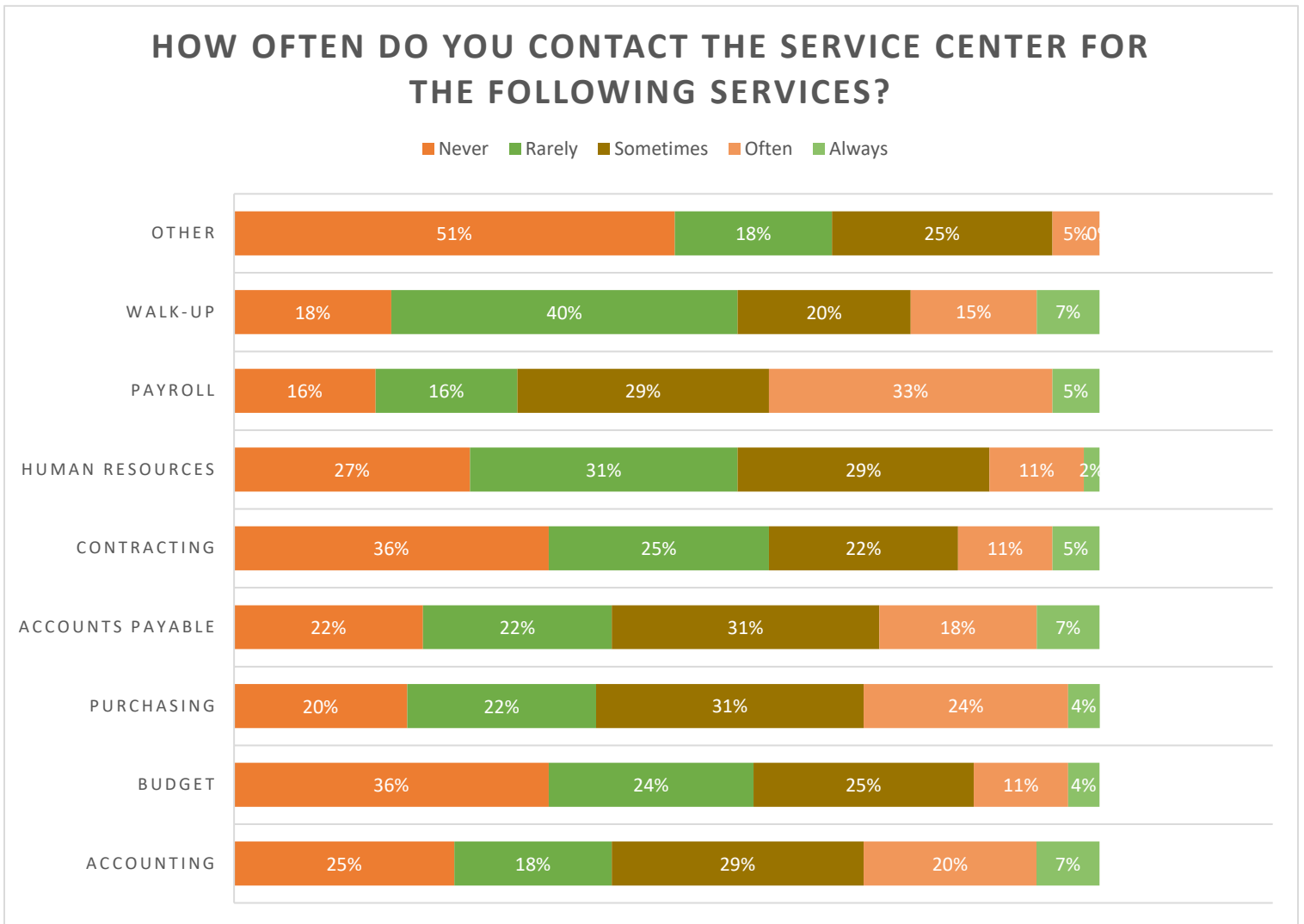
Reorder

Q1: How often do y... ⚙	Count ▾	Percent ⚙	Cumulative
Several times a week	17	30.9%	30.9%
Several times a month	16	29.1%	60.0%
Once a month	7	12.7%	72.7%
Daily	5	9.1%	81.8%
Once a week	5	9.1%	90.9%
Less than once a mo...	4	7.3%	98.2%
Never	1	1.8%	100%
Total	55	100%	

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 (38%), Purchasing (28%), and Accounting (27%) with responses between Often and Always. The least utilized services are Contracting (36%) and Budget (36%) 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 continues to be through email (70.9%) with coming in person (10.9%) next. However, email dropped 11.7% from 2017 where website, in person, and telephone all increased.

Figure 3

Summary of Q2: What is your preferred way to communicate with the Service Center?

Sample Size ⓘ	Number of distinct categories
55	5

Reorder


Q2: What is y... ⓘ	Count ▾	Percent ⓘ	Cumulative
Email	39	70.9%	70.9%
In person	6	10.9%	81.8%
Telephone	5	9.1%	90.9%
Website	3	5.5%	96.4%
Campus mail	2	3.6%	100%
Total	55	100%	

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

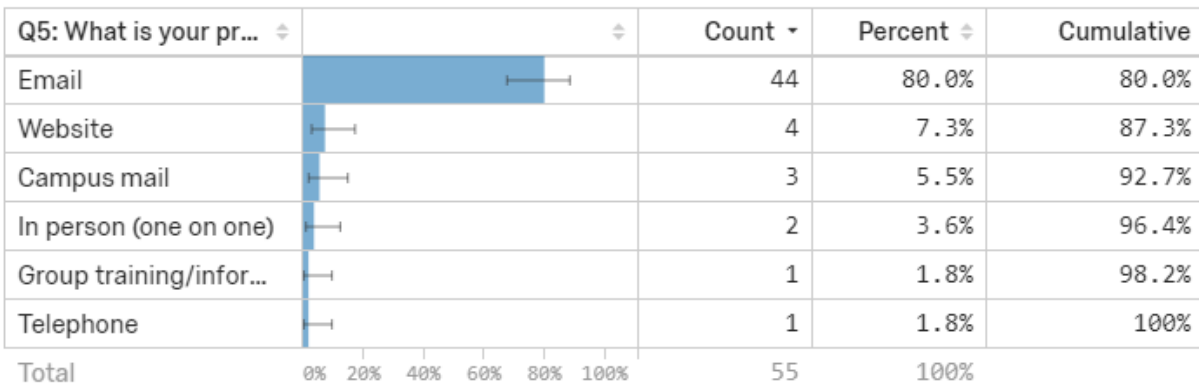
Figure 4 indicates how the respondents like to receive their information from the Service Center. Email continues to be the most preferred way by a large margin (80.0%) with website (7.3%) coming in second. A new category, Group training/information sessions, was added this year.

Figure 4

Summary of Q5: What is your preferred way to receive information from the Service Center?

Sample Size 	Number of distinct categories
55	6

Reorder

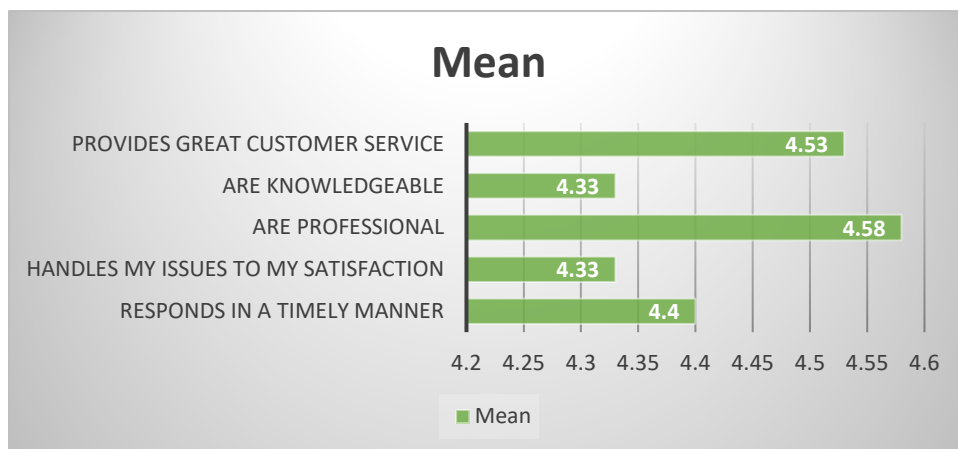
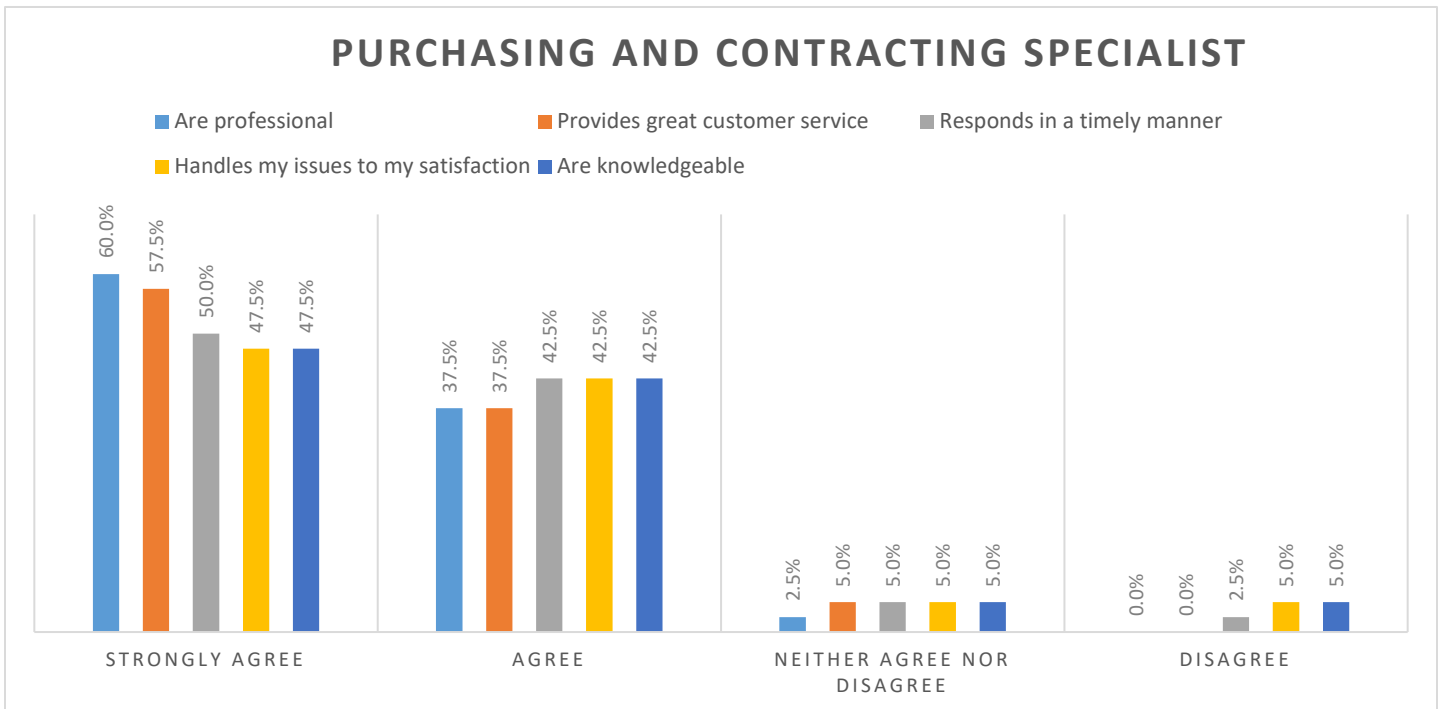


5. Please rate Service Center Purchasing and Contracting Specialists staff in the following:

The series 5 statements address perception of the Service Center Purchasing and Contracting Specialists and how they address the client’s needs.

Figure 6 details how the respondents feel Purchasing and Contracting Specialists meet expectations. A majority of the respondents (97.5% and 95%, respectively) Agreed and Strongly Agreed the Purchasing and Contracting Specialists are professional and provide great customer service.

Figure 6

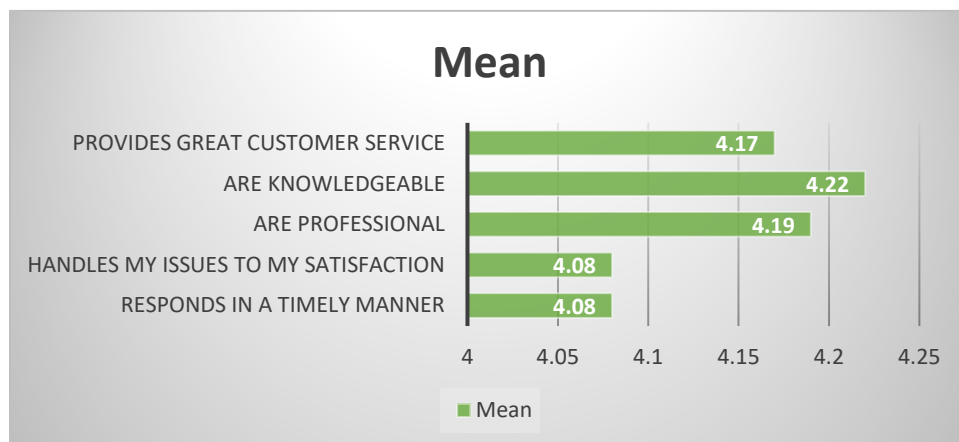
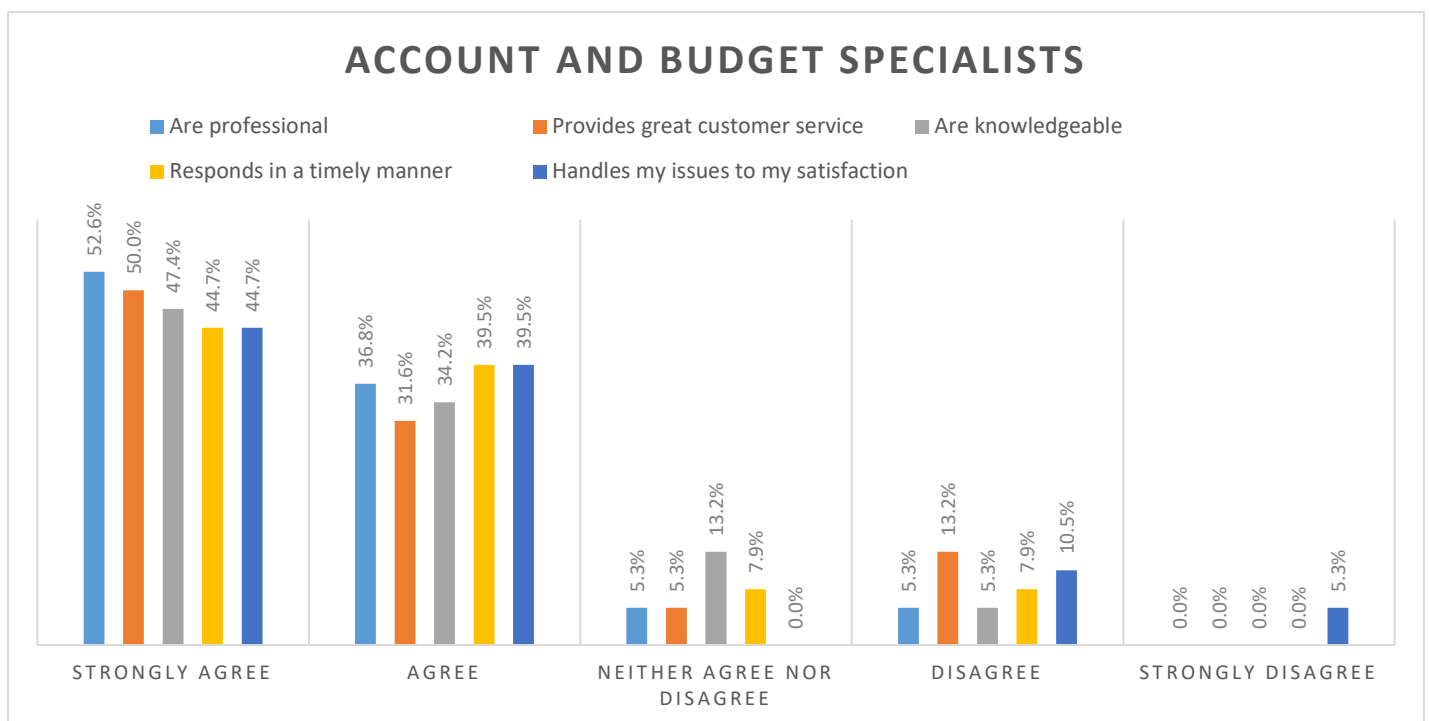


6. Please rate Service Center Account and Budget staff in the following:

The series 6 statements address perception of the Service Center Account and Budget Specialists and how they address the client's needs.

Figure 7 details how the respondents feel Account and Budget Specialists meet client expectations. For 2018, a majority indicated satisfaction with professionalism (89.4%), an increase over 2017 (80%). In 2017, responds in a timely manner had the highest average. For 2018, the percentage increased by 4.2% to 84.2%. Clients viewed handling issues to their satisfaction as the lowest with a combined 15.8% disagree and strongly disagree, an increase of 9.13%.

Figure 7

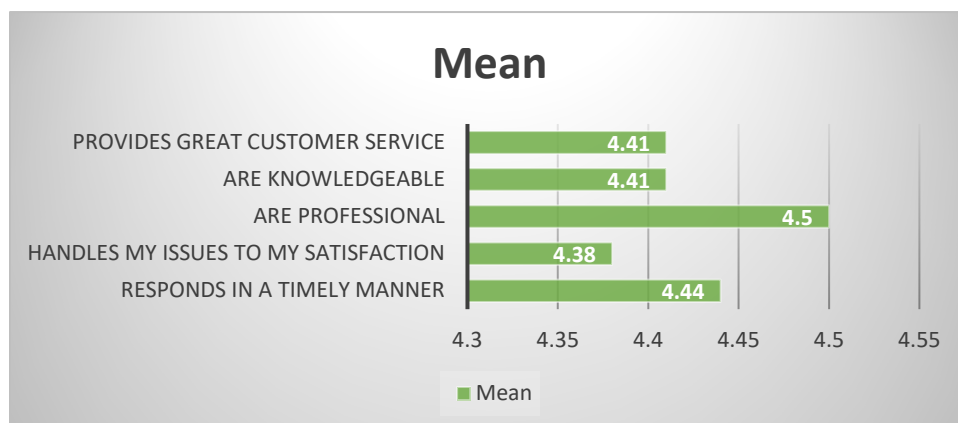
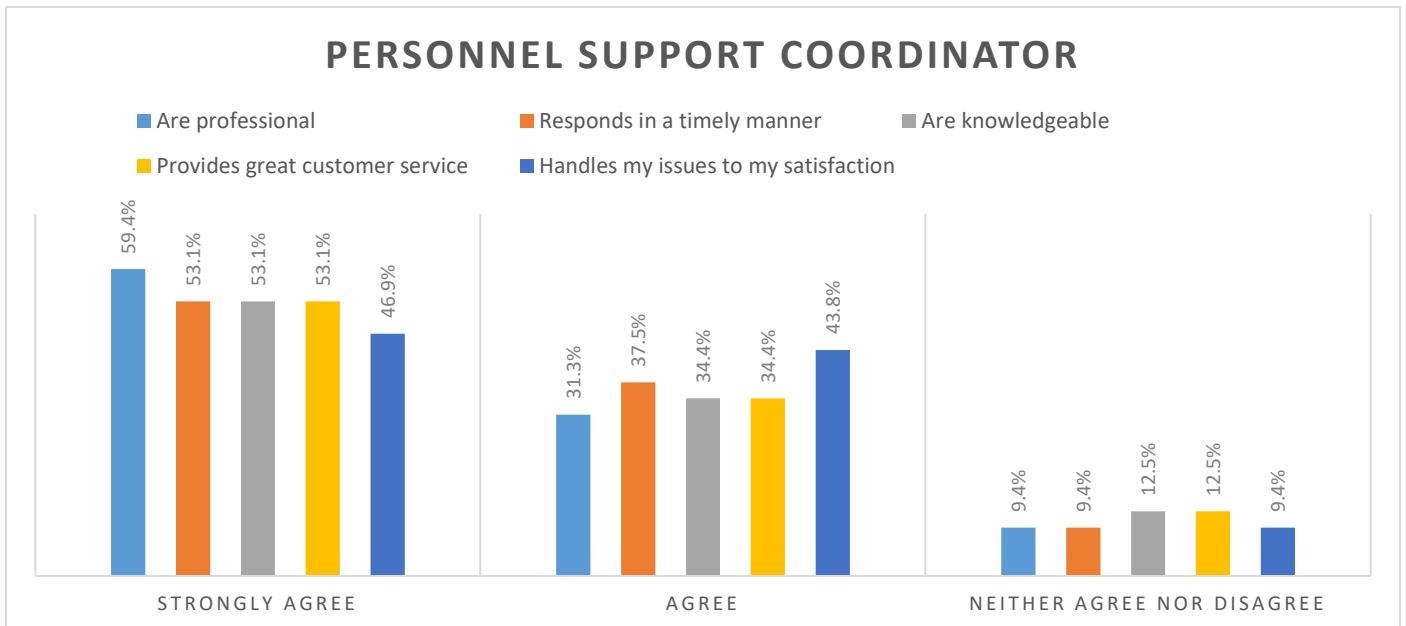


7. Please rate Service Center Personnel Support Coordinator in the following:

The series 7 statements address perception of the Service Center Personnel Support Coordinator and how they address the client’s needs. This past year we converted two (2) FTE Human Resource Specialist positions into one (1) FTE Personnel Support Coordinator position. Functionality remained the same, excluding a few core tasks that Human Resources Office resumed.

Figure 8 details how the respondents felt the Service Center Personnel Support Coordinator provided service. Of note is the change in percentage of those who disagreed or strongly disagreed in 2017 (average of 11% over all categories). In 2018, there were no respondents who indicated disagree or strongly disagree in any category. Across the board, the 32 respondents mostly agreed or strongly agreed (average of 89.4% of respondents).

Figure 8

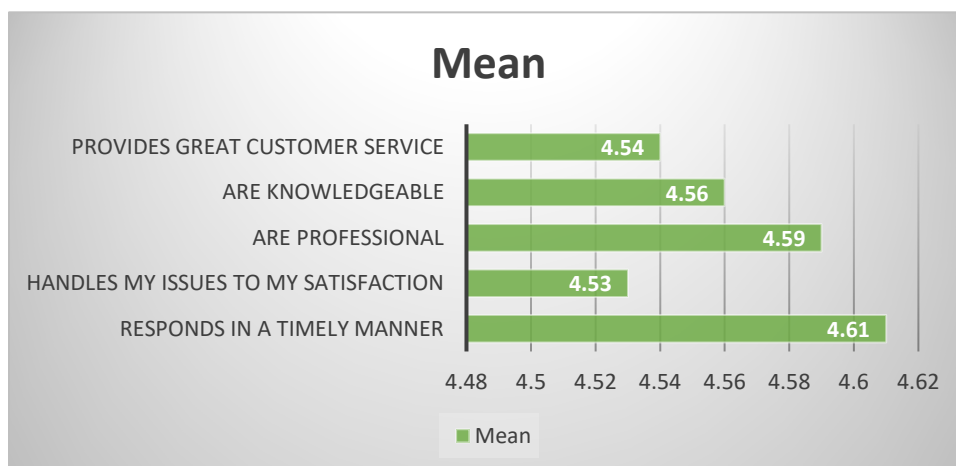
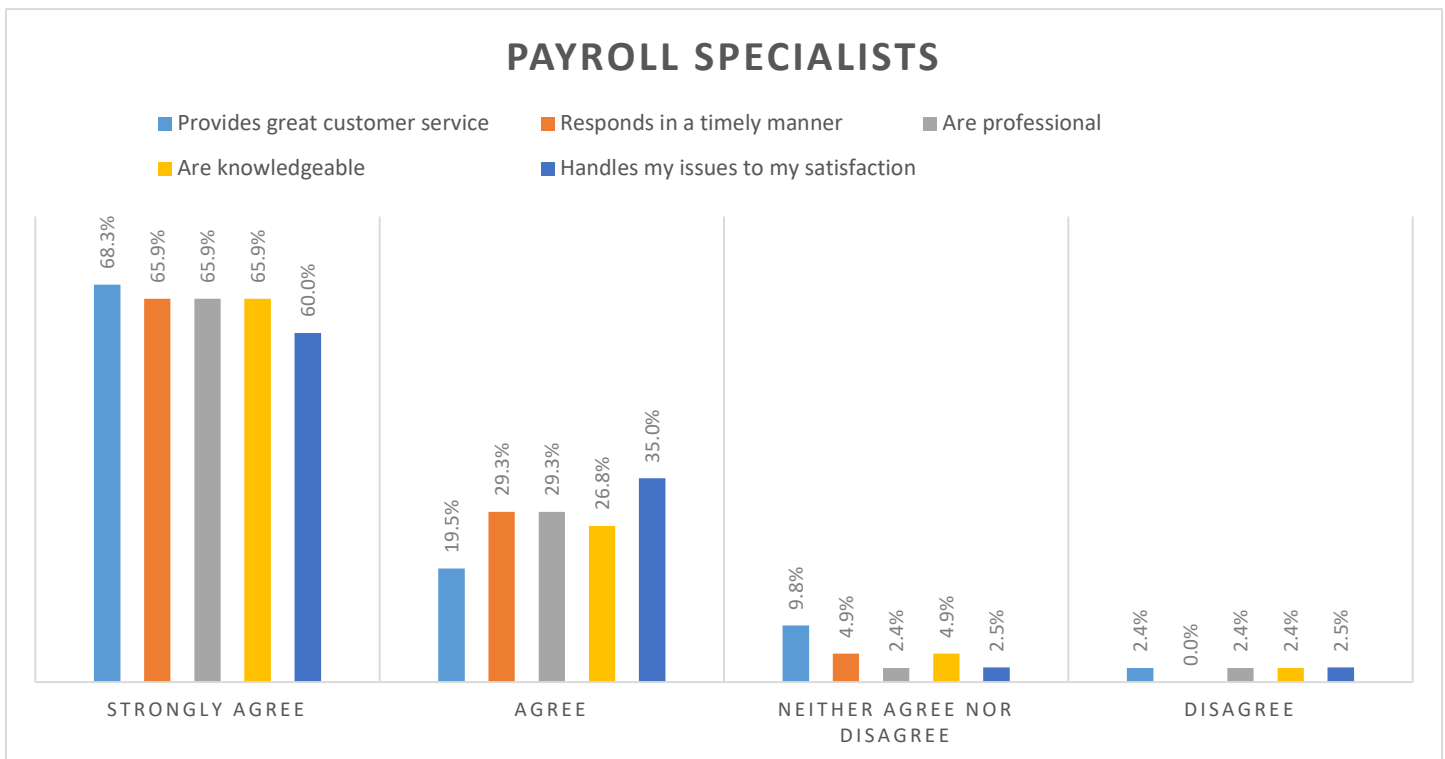


8. Please rate Service Center Payroll staff in the following:

The series 8 statements address perception of the Service Center Payroll Specialists and how they address the client's needs.

Figure 9 details how the respondents feel Payroll Specialists respond to their queries. A majority of the clients replied they agreed or strongly agreed that the Service Center Payroll staff is strong in all categories (between 87% and 95%). This remains mostly static with only a slight increase over 2017.

Figure 9

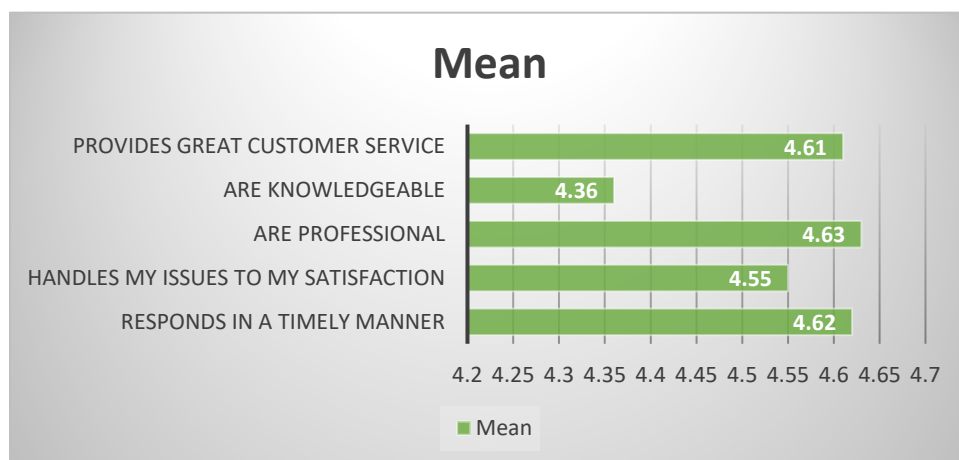
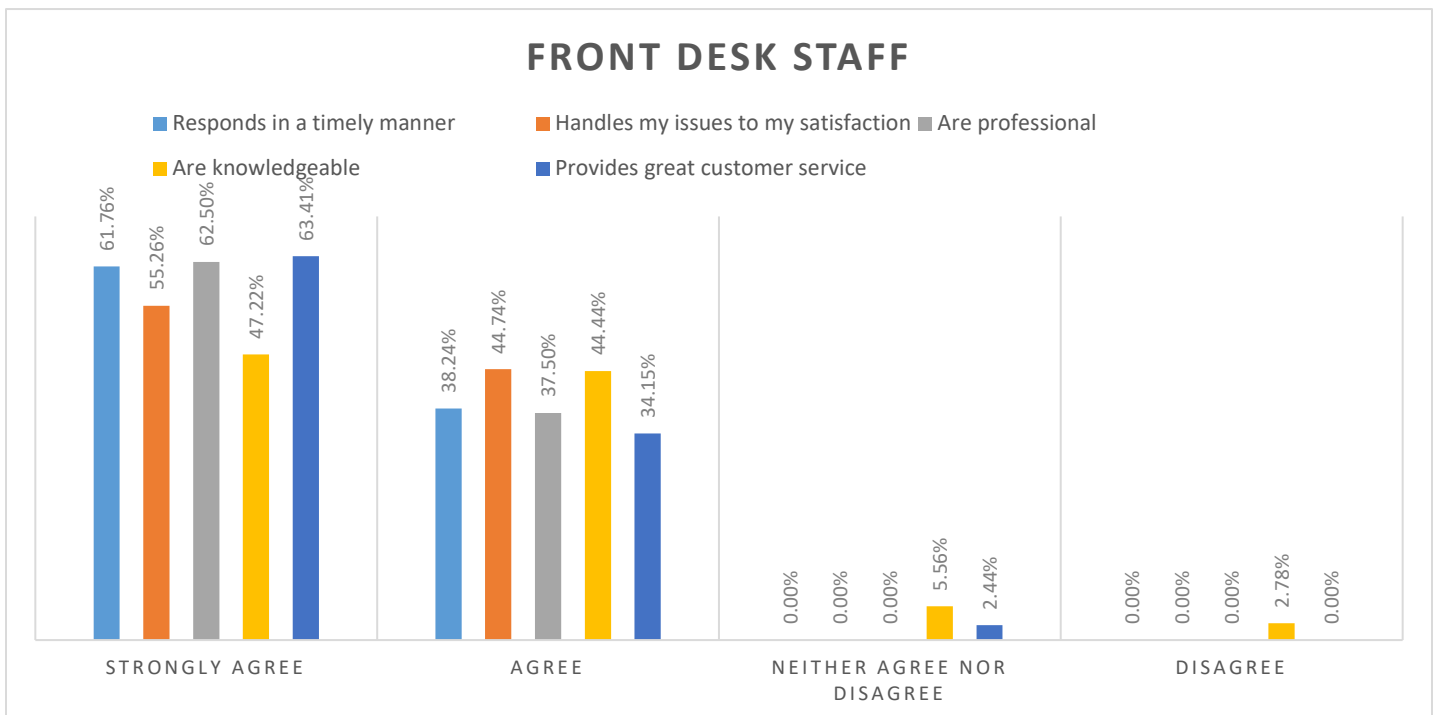


9. Please rate Service Center Front Desk staff in the following:

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.

Figure 10 details how the respondents feel Front Desk staff respond. A majority agreed or strongly agreed that the Service Center Front Desk staff is strong in all categories. Knowledge was the lowest category with 2.78% indicating they disagree, but is an improvement over 2017.

Figure 10

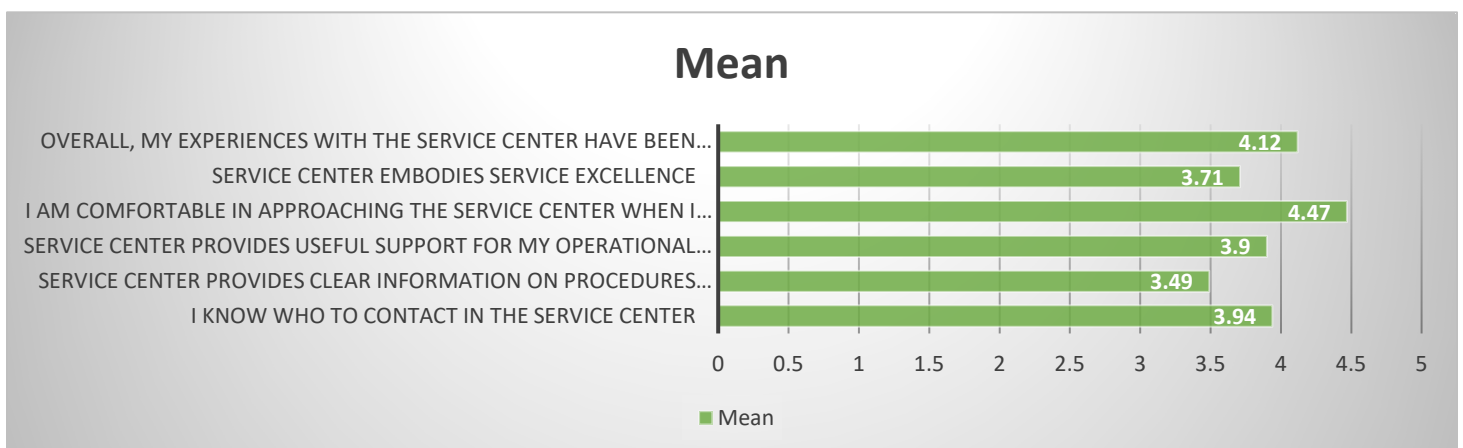
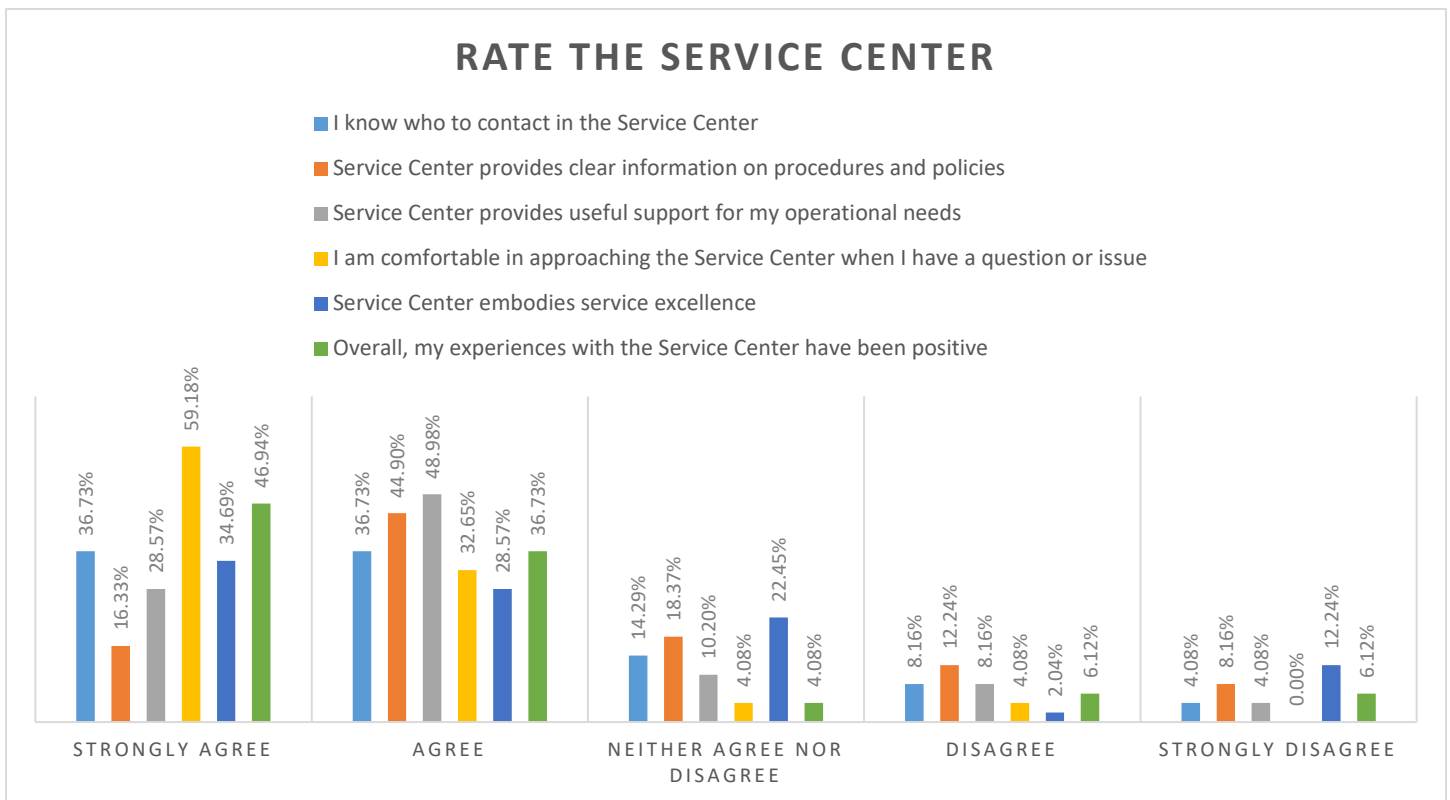


10. Please rate the Service Center in the following:

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

Figure 11 shows if clients are knowledgeable about their contacts within the Service Center. The highest category was feeling comfortable in approaching the Service Center (91.83% combined Strongly Agree and Agree). The lowest area was the Service Center provides clear information on procedures and policies with 20.1% indicated Disagree and Strongly Disagree. This is an improvement over 2017 when 30% of respondents indicated the same.

Figure 11



11. In what areas is the Service Center most useful/helpful to you and your department?

Of the 55 respondents, 31 issued comments in this field. The overall feedback addressed all areas of the Service Center with particular focus on accounting, accounts payable, and payroll/human resources. Common themes continue to be positive, customer service driven, and helpful staff.

12. In what areas could the Service Center work to improve?

Of the 55 respondents, 24 input comments in this open-ended field. The most common theme is providing better communication.

Some comments that touch on these areas include:

- Improving website design.
- Increasing hours to provide better service.
- Ensuring Service Center is staffed during business hours.
- Better training for staff on service excellence.
- Improved transition of physical paperwork.

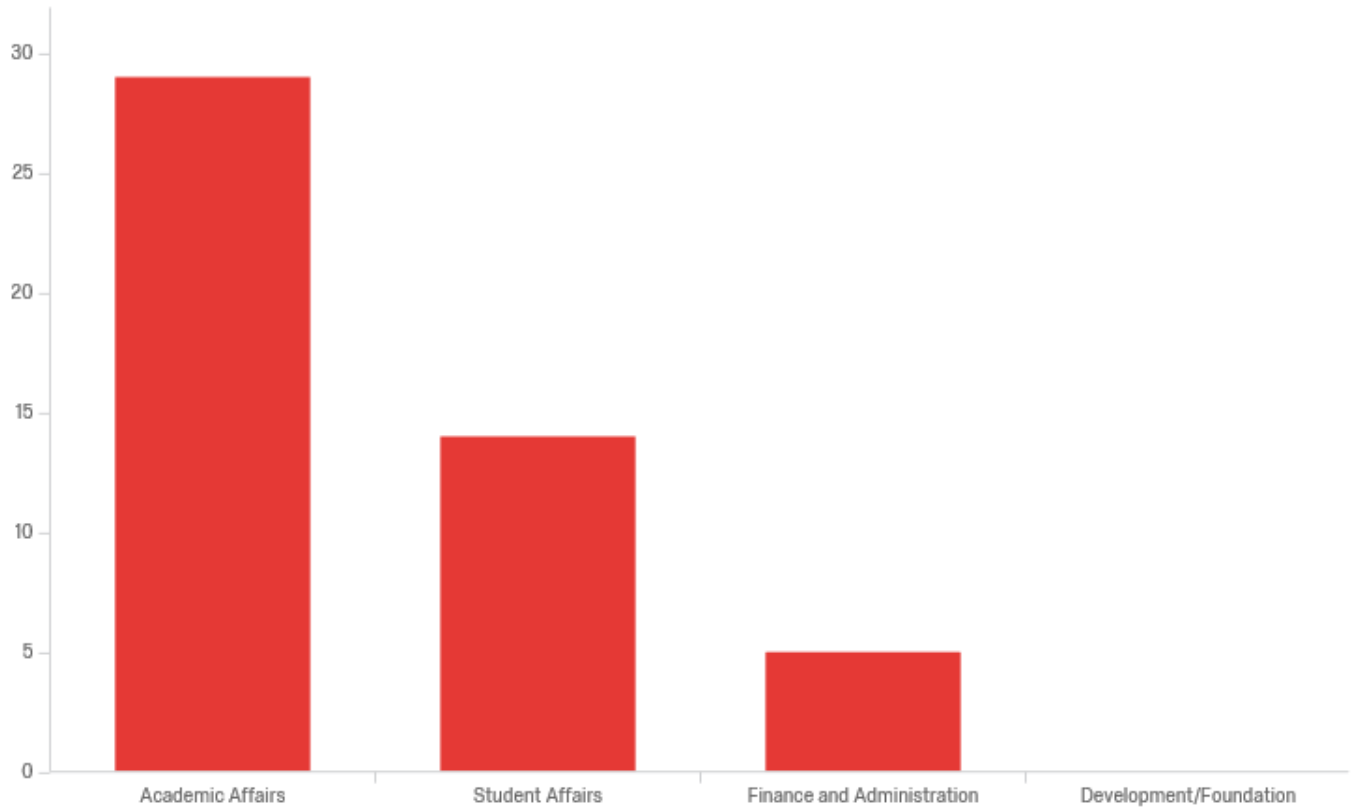
13. Additional Comments

Of the 55 respondents, 10 left additional comments for the Service Center. The comments varied from praise of Service Center staff and operations to challenges with the van reservation system.

14. In which area do you work?

Figure 12 indicates the breakdown to which area the respondents work at the university.

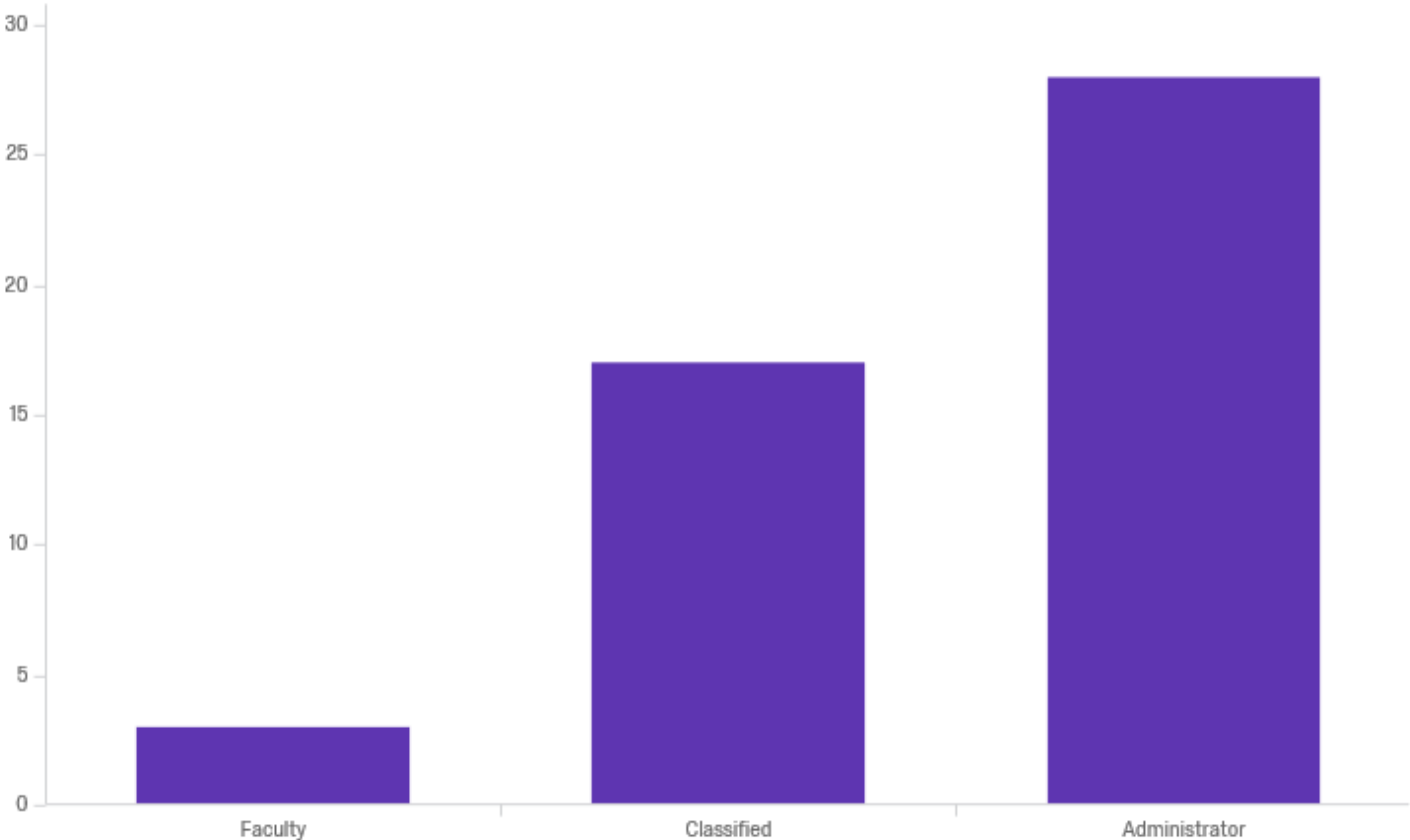
Figure 12



15. What is your position?

Figure 13 indicates which employment class the respondents work.

Figure 13



16. How long have you worked for SOU?

Figure 14 indicates the length of time the respondents have worked for Southern Oregon University.

Figure 14

