
OPENMSU

SERVICE CUSTOMER SURVEY REPORT

OVERVIEW

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SURVEY OVERVIEW

Purpose

The purpose of OpenMSU is to empower staff and faculty to optimize mission support success through long-term, sustainable changes based on thorough data collection and campus input. As part of this initiative, a survey was administered to a sample of MSU employees to measure job satisfaction and to identify general areas of opportunity for improvement in the mission support functions. This document provides an overview of the results provided in the full survey report.

Respondents

44% of surveyed employees responded to the survey (260/585). Most respondents have been at MSU more than 5 years (57%). As shown at right, the respondents represent a broad range of employee types.

Job Satisfaction

Overall, most respondents (81%) rated their work experience at MSU to be above average (see right), compared to 73% of respondents to the OpenMSU service provider survey. The most common factors cited that would improve their experience were better compensation and resource management.

Common Themes

The most common themes cited across most mission-support functions are:

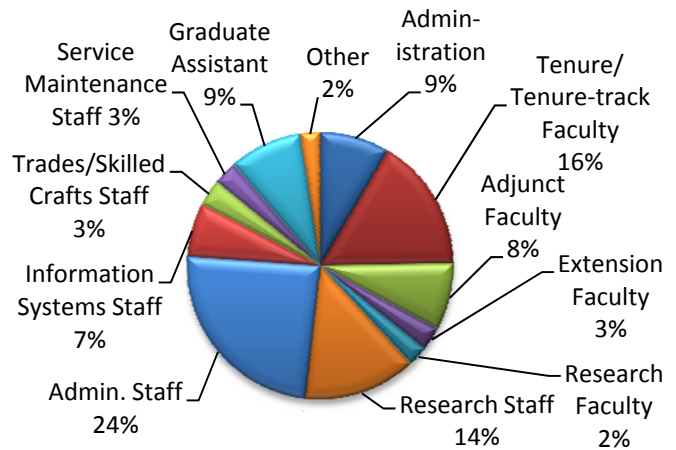
- Processes overall take too long, are too difficult to complete/track, and in some cases duplicate effort, especially paper/manual processes (automation and simplification)
- Customer service overall, especially availability, providing quick and accurate responses and understanding and focusing on customer needs.

Service Quality Overview Methodology

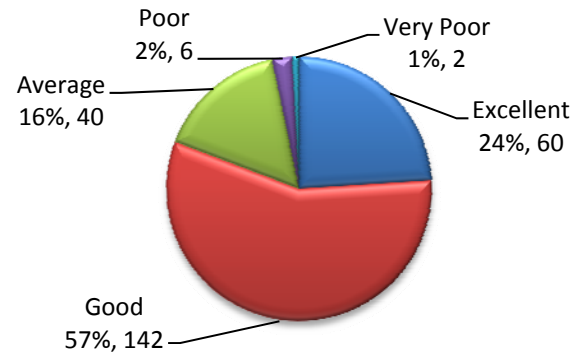
Service quality overview questions were based on the SERVQUAL instrument, which measures service quality across five dimensions as follows:

- **Assurance**—knowledge and courtesy of employees and their ability to convey trust and confidence
- **Empathy**—the caring, individualized attention the organization provides its customers
- **Reliability**—ability to perform the promised service dependably and accurately
- **Responsiveness**—willingness to help customers and provide prompt service
- **Tangible**—appearance of physical facilities, equipment, personnel, and communication materials.

Respondents (Employee Type)

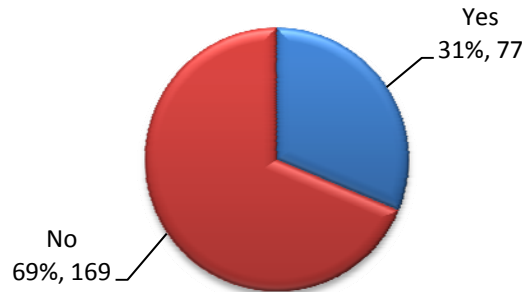


Job Satisfaction (Overall Experience)

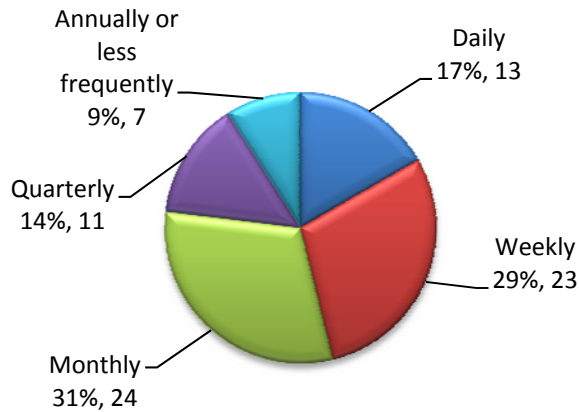


FINANCE & ACCOUNTING OVERVIEW

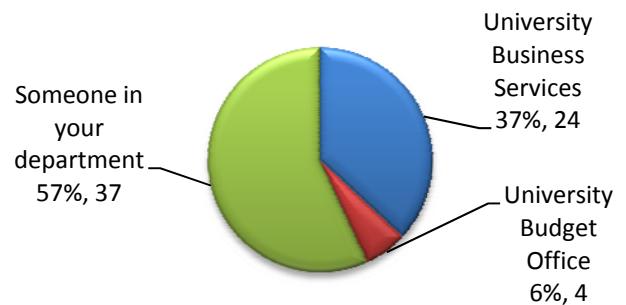
Are you involved with finance and accounting activities at MSU?



How often do you interact with someone in relation to finance & accounting activities at MSU?



With whom do you primarily interact in relation to finance & accounting activities at MSU?



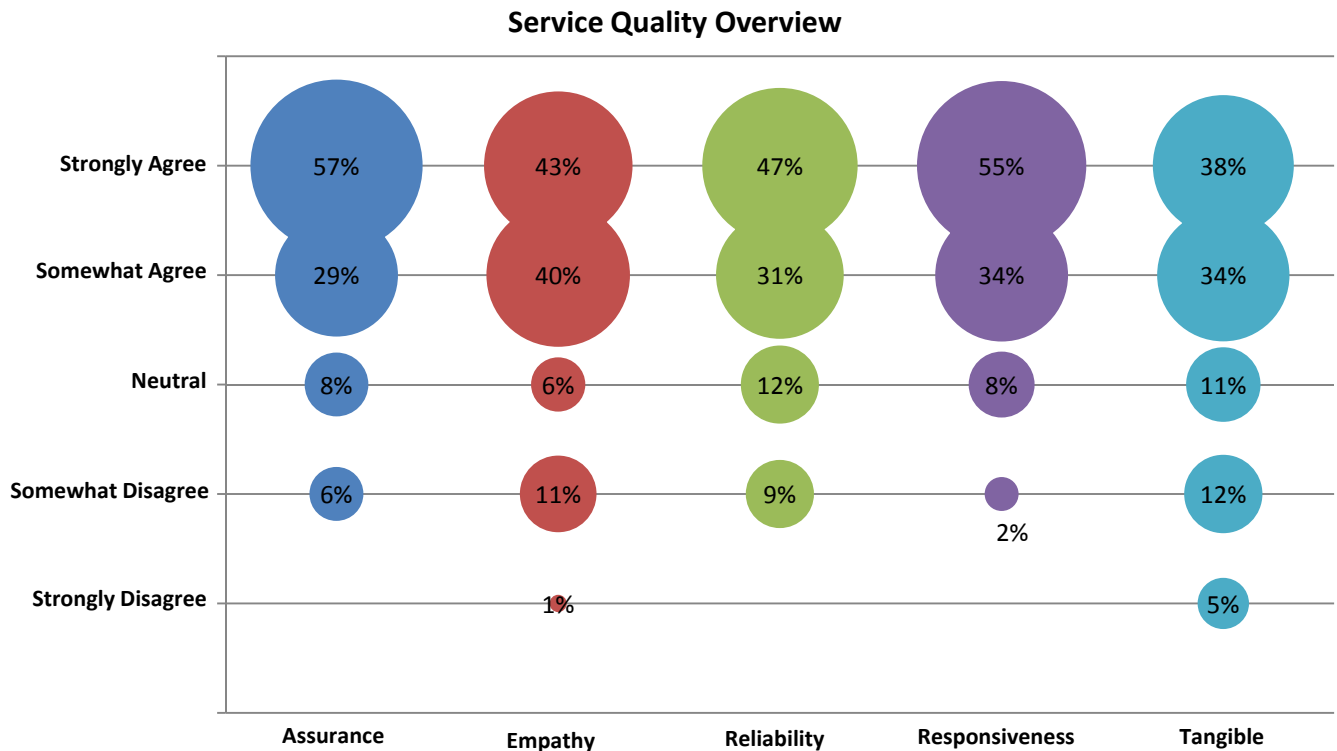
Service Comments

Respondents involved with finance and accounting activities at MSU most often commented that the following could be improved about such activities:

- Processes overall take too long, are too difficult, and duplicate effort, especially paper/manual processes
 - Banner Payment Authorization (BPA) was most commonly cited as taking too long, including data entry duplication (central and distributed)
 - Budget/expenditure monitoring was most commonly cited as being too difficult, including accounting system redundancy (Banner and CatBooks).

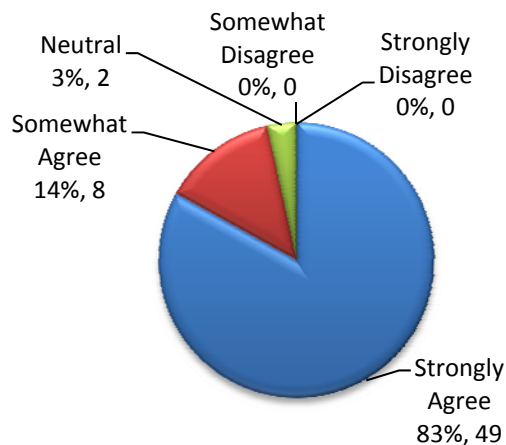
Service Ratings

- At least 72% of the respondents agreed with survey statements for each of the five dimensions of service quality (see definitions on page 2) with more respondents (89%) agreeing with statements related to the responsiveness dimension. At least 2% of the respondents disagreed with survey statements for each of the five dimensions with more respondents (17%) disagreeing with statements related to the tangible dimension.
- 97% of respondents agreed that these services are important to accomplish their responsibilities, and 80% agreed that they were generally satisfied with these services.

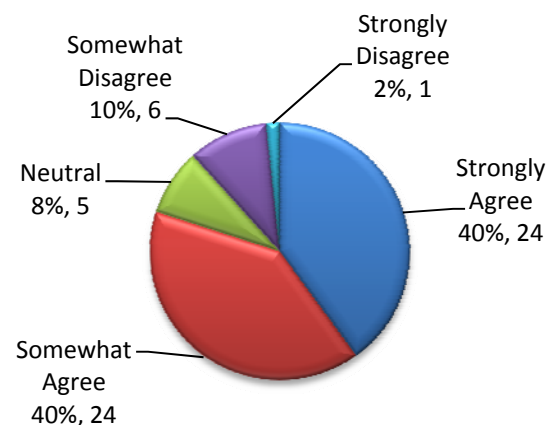


(See definitions on page 2.)

These services are important to accomplish my responsibilities.

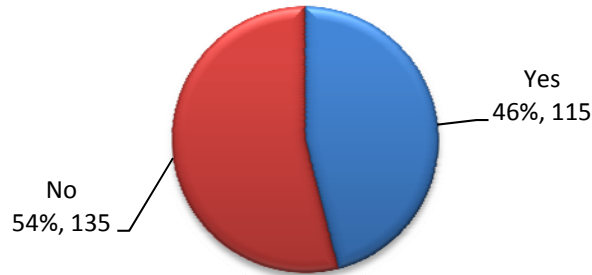


I am generally satisfied with these services.

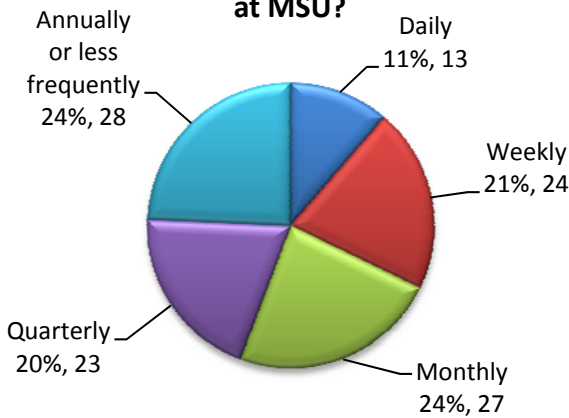


HUMAN RESOURCES OVERVIEW

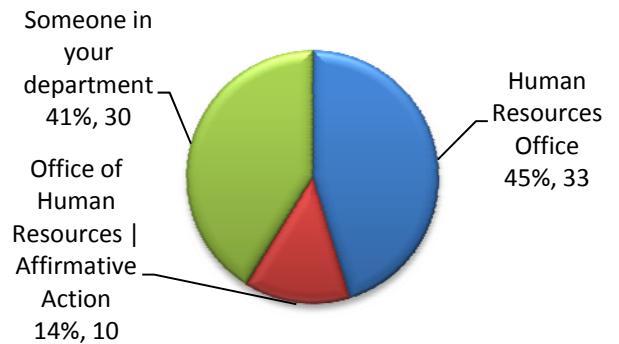
Are you involved with HR activities at MSU?



How often do you interact with someone in relation to HR activities at MSU?



With whom do you primarily interact in relation to human resources activities at MSU?



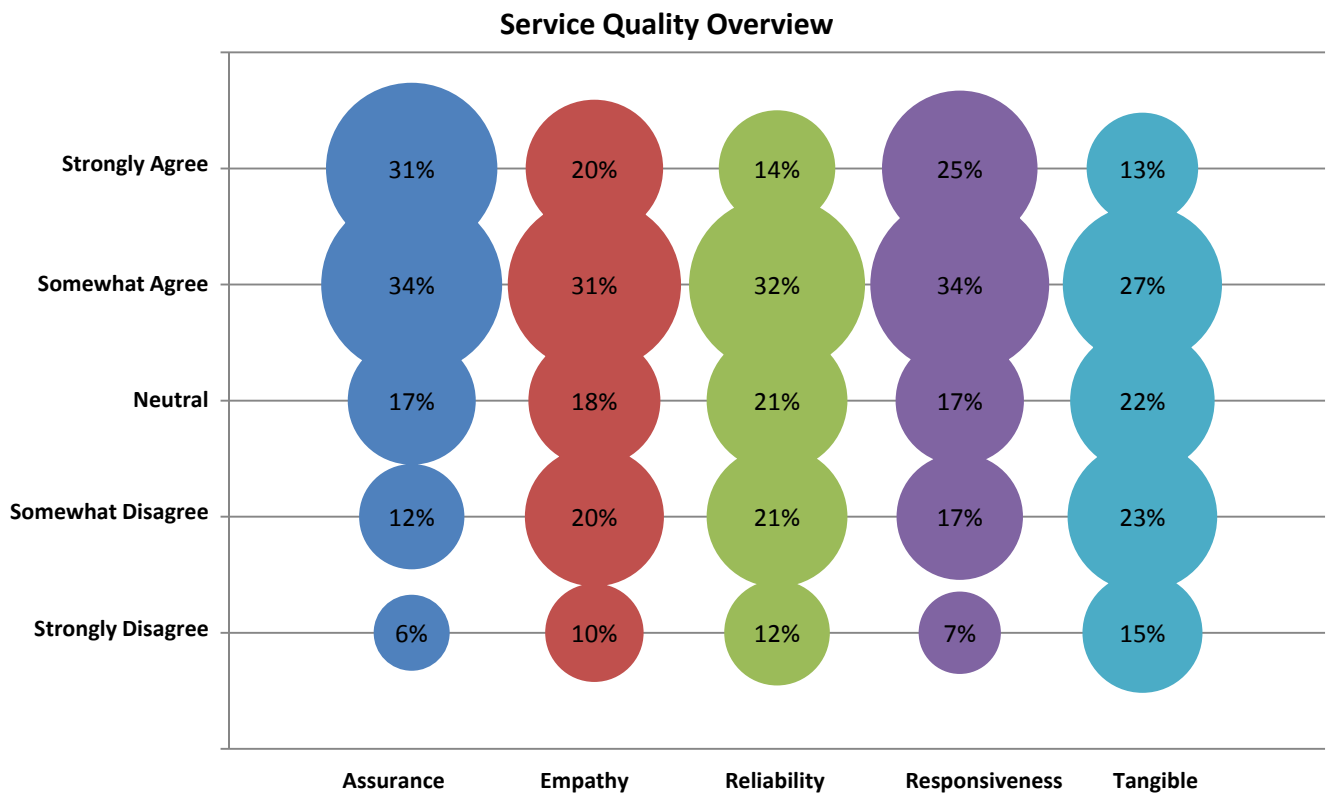
Service Comments

Respondents involved with HR activities at MSU most often commented that the following could be improved about such activities:

- Customer service overall, especially focusing more on customer needs and providing accurate and quick responses
- Processes overall take too long and are too difficult, especially paper/manual processes and forms
 - Recruitment and hiring was most commonly cited as taking too long and being difficult/unclear.

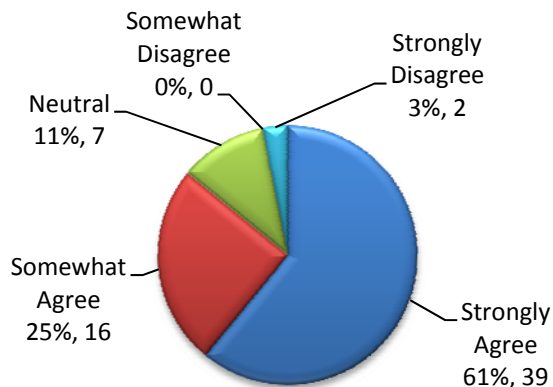
Service Ratings

- At least 40% of the respondents agreed with survey statements for each of the five dimensions of service quality (see definitions on page 2) with more respondents (65%) agreeing with statements related to the assurance dimension. At least 18% of the respondents disagreed with survey statements for each of the five dimensions with more respondents (38%) disagreeing with statements related to the tangible dimension.
- 86% of respondents agreed that these services are important to accomplish their responsibilities, and 44% agreed that they were generally satisfied with these services.

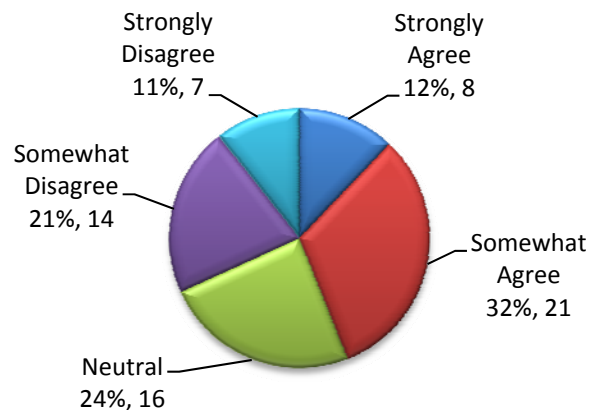


(See definitions on page 2.)

These services are important to accomplish my responsibilities.

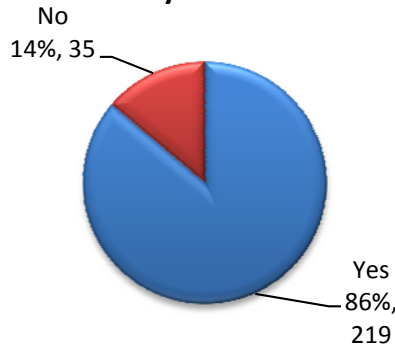


I am generally satisfied with these services.

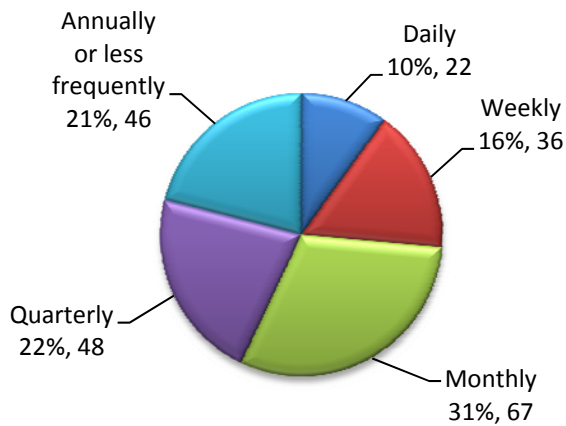


INFORMATION TECHNOLOGY SUMMARY

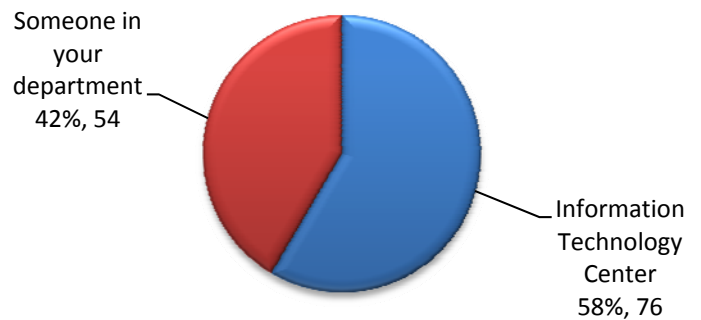
Do you use IT services provided by MSU?



How often do you interact with someone when using IT services at MSU?



With whom do you primarily interact when using IT services at MSU?



Service Comments

Respondents who use IT services at MSU most often commented that the following could be improved about such services:

- Customer service overall, especially availability (e.g., hours, off-campus), providing quick responses, and understanding and focusing on customer needs.

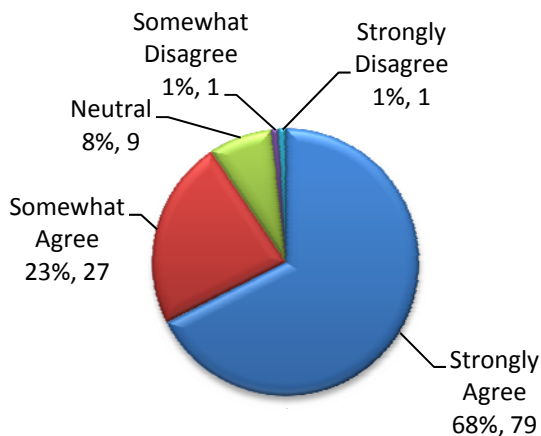
Service Ratings

- At least 66% of the respondents agreed with survey statements for each of the five dimensions of service quality (see definitions on page 2) with more respondents (82%) agreeing with statements related to the assurance dimension. At least 7% of the respondents disagreed with survey statements for each of the five dimensions with more respondents (16%) disagreeing with statements related to the reliability dimension.
- 91% of respondents agreed that these services are important to accomplish their responsibilities, and 75% agreed that they were generally satisfied with these services.

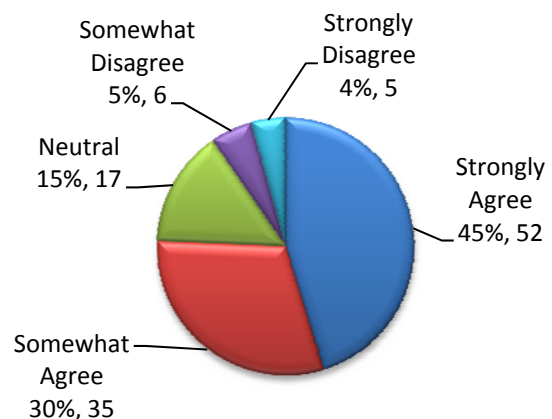


(See definitions on page 2.)

These services are important to accomplish my responsibilities.

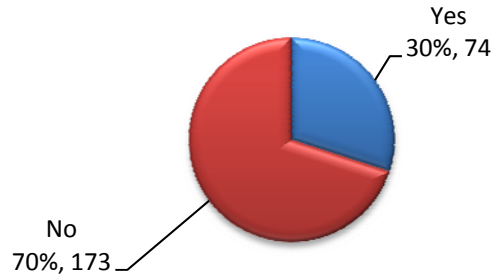


I am generally satisfied with these services.

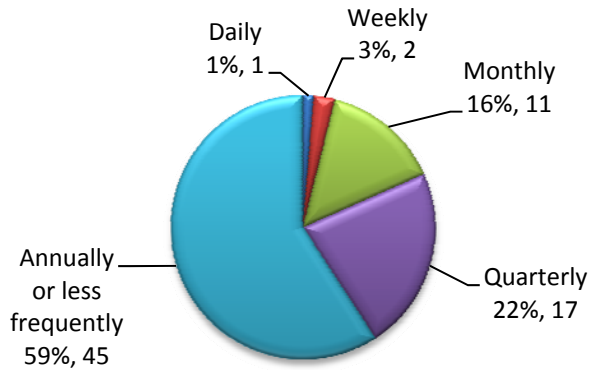


PURCHASING SUMMARY

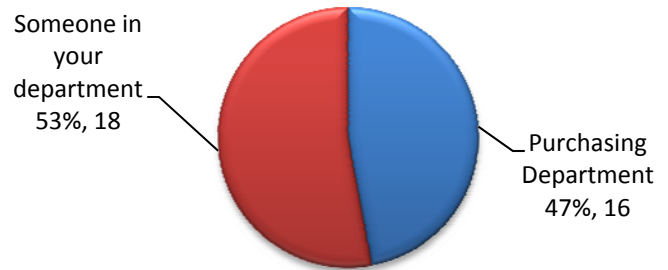
Are you involved with decisions related to making purchases over \$5,000 at MSU?



How often do you interact with someone in relation to making purchases over \$5,000 at MSU?



With whom do you primarily interact in relation to making purchases over \$5,000 at MSU?



Service Comments

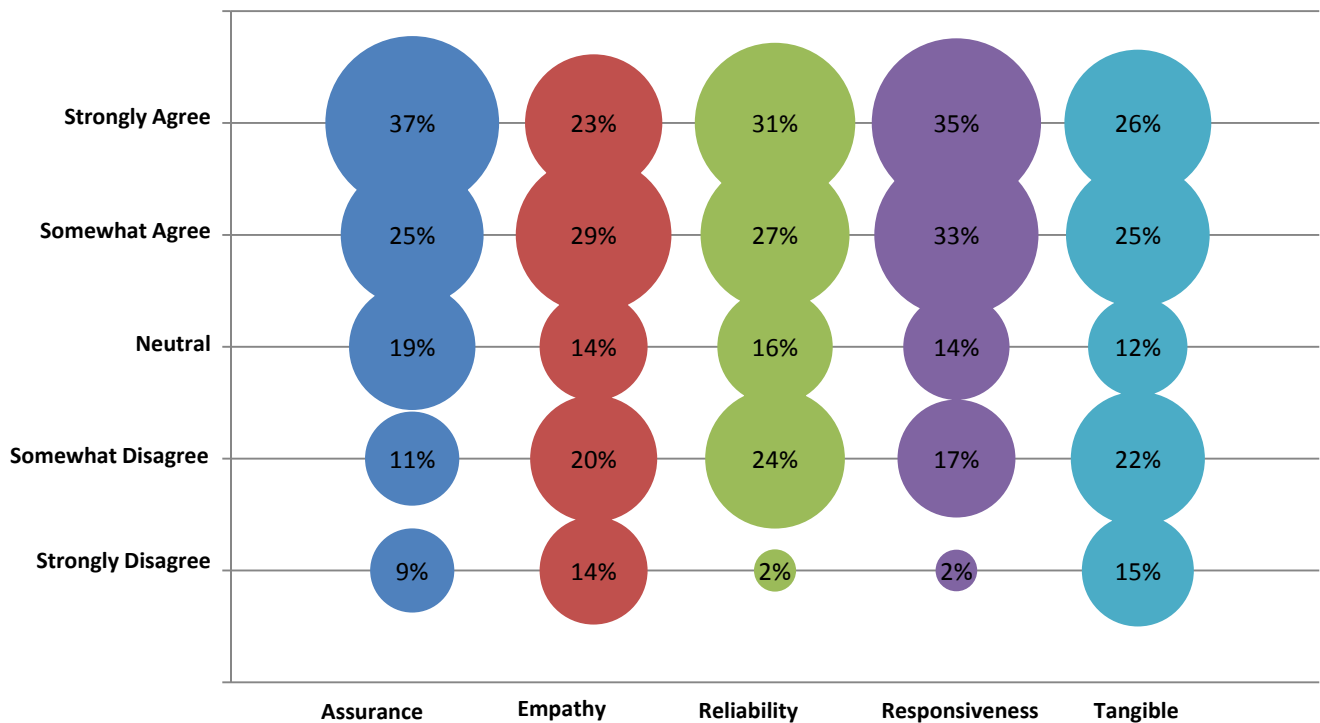
Respondents who use purchasing services for items over \$5,000 most often commented that the following could be improved about such services:

- Processes overall take too long, are unclear and are too limiting.

Service Ratings

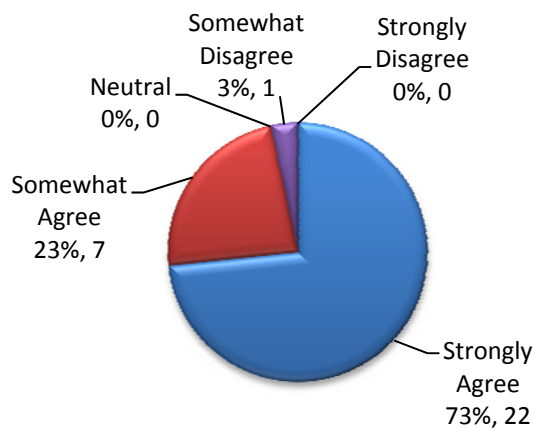
- At least 51% of the respondents agreed with survey statements for each of the five dimensions of service quality (see definitions on page 2) with more respondents (68%) agreeing with statements related to the responsiveness dimension. At least 19% of the respondents disagreed with survey statements for each of the five dimensions with more respondents (37%) disagreeing with statements related to the tangible dimension.
- 96% of respondents agreed that these services are important to accomplish their responsibilities, and 53% agreed that they were generally satisfied with these services.

Service Quality Overview

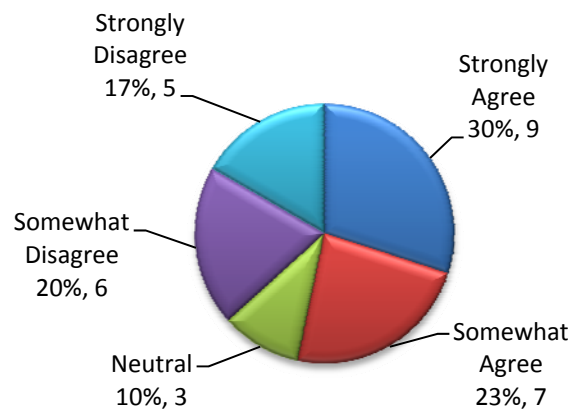


(See definitions on page 2.)

These services are important to accomplish my responsibilities.

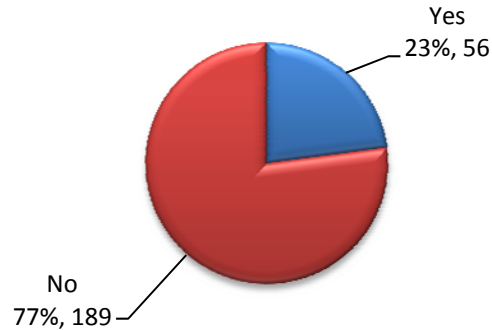


I am generally satisfied with these services.

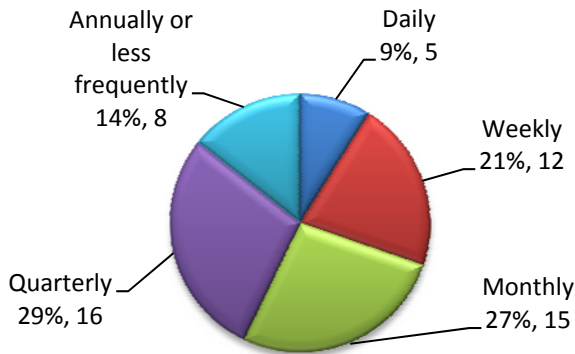


SPONSORED PROGRAMS ADMINISTRATION SUMMARY

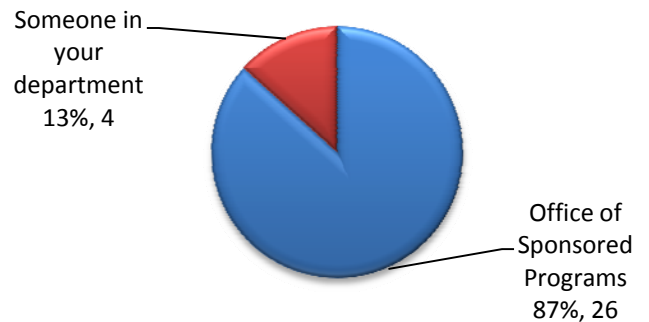
Are you involved with sponsored program administration at MSU?



How often do you interact with someone in relation to sponsored programs administration at MSU?



With whom do you primarily interact in relation to sponsored programs administration at MSU?



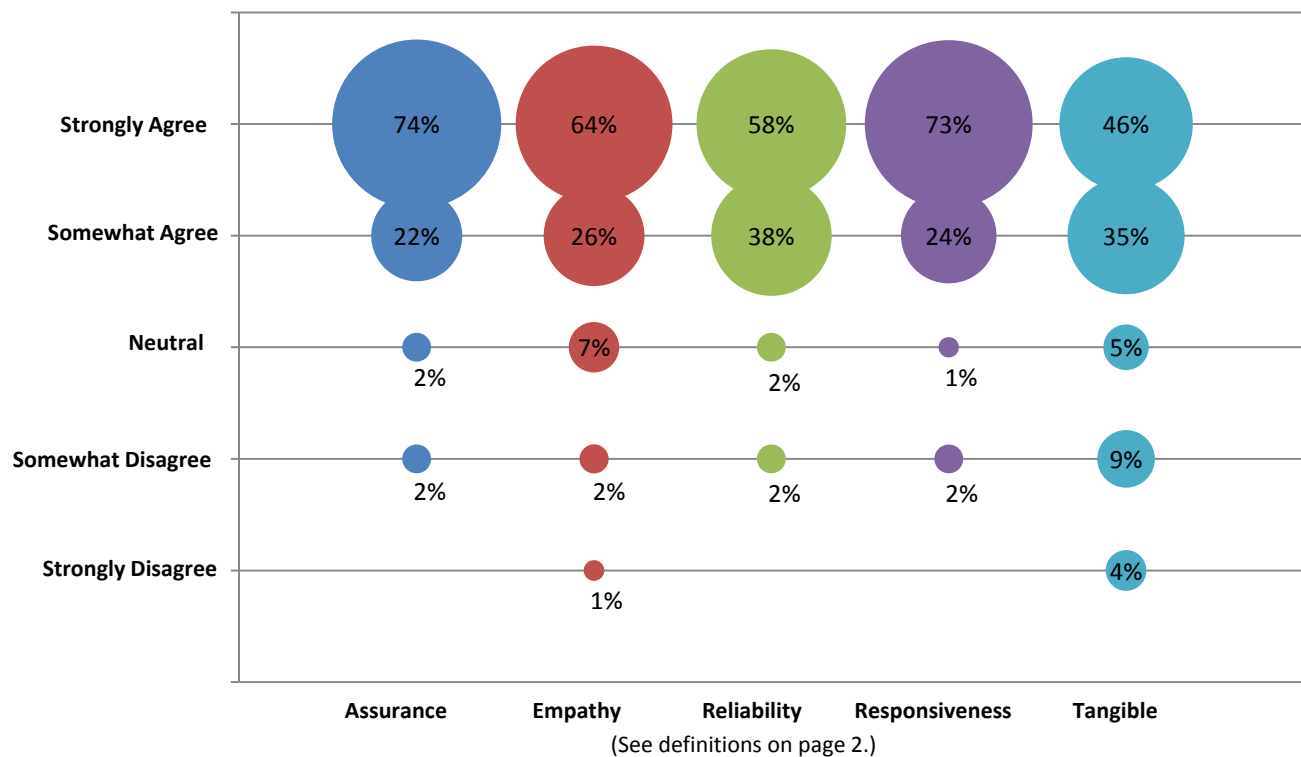
Service Comments

Respondents who use sponsored programs administration services at MSU did not offer comments about such services to an extent comparable to respondents who offered comments about services in other functional areas within the scope of this survey.

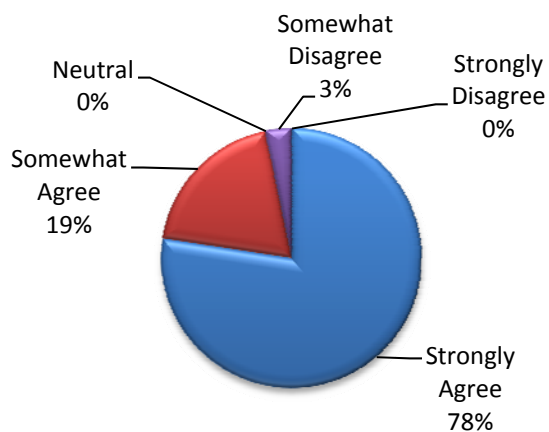
Service Ratings

- At least 81% of the respondents agreed with survey statements for each of the five dimensions of service quality (see definitions on page 2) with more respondents (97%) agreeing with statements related to the responsiveness dimension. At least 2% of the respondents disagreed with survey statements for each of the five dimensions with more respondents (13%) disagreeing with statements related to the tangible dimension.
- 97% of respondents agreed that these services are important to accomplish their responsibilities, and 94% agreed that they were generally satisfied with these services.

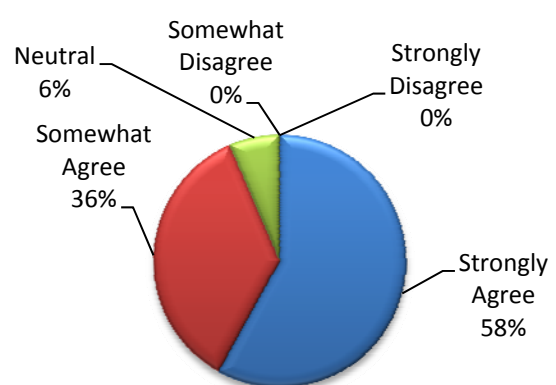
Service Quality Overview



These services are important to accomplish my responsibilities.



I am generally satisfied with these services.



WEBSITES

University Website

Respondents who use the university's website most often commented that the following could be improved about the university's website:

- Ease of use (navigability), especially that it is hard to find/access information (organization) and that site/page layouts are inconsistent (e.g., too little use of templates)
- Search engine is poor overall, especially that results are too broad/old
- Content is too outdated.

Department Website

Respondents who use their department's website most often commented that the following could be improved about their department's website:

- Content is outdated, and in some cases inaccurate and unhelpful
- Ease of use (navigability), especially that it is hard to find/access information (organization) and that site/page layouts are inconsistent (e.g., too little use of templates)
- IT support for web management , especially too little availability of training and customer service (staffing level) as well as web systems in which changes are too difficult to manage.