

### Survey Fast Facts

**3rd** annual customer satisfaction survey.

**9** departments and 1 campus initiative included in the survey.

**5,425** CSUF faculty, staff, and student employees invited to participate.

**12** standard statistical questions, 1 net promoter score and 23 open-ended questions.



**489**  
Overall respondents



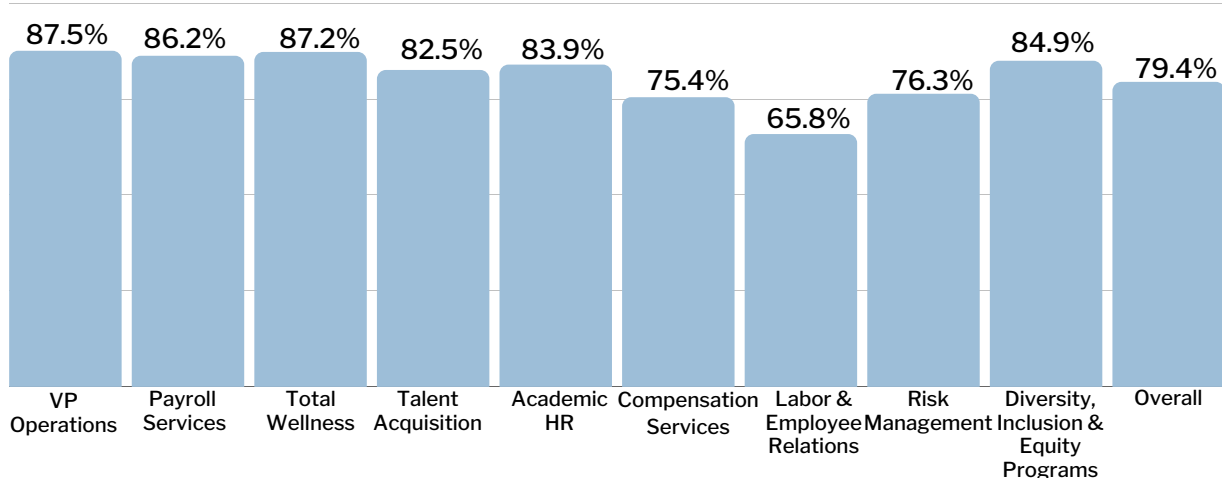
**63%**  
Overall satisfaction

### Satisfaction Across the Division

Overall satisfaction scores out of nine departments:

- 5 areas scored in the “Good” range (5.00 to 5.99)
- 4 areas scored in the “Marginal” range (4.20 to 4.99)

### Satisfaction with Departments



#### VALUES

Aggregate data of respondents who answered Somewhat Satisfied, Satisfied, or Very Satisfied.