



**Oregon State**  
UNIVERSITY

**College of Business**

The Close to the  
Customer Project  
[C2C@bus.oregonstate.edu](mailto:C2C@bus.oregonstate.edu)  
(541) 713-8041

# Oregon State University ASBC

## Service Satisfaction Survey

Spring 2014

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## Research Objective and Methods

The Arts and Sciences Business Center (ASBC) was implemented in August 2010 to meet the human resource, finance, and accounting support needs of many units, clubs, and activities across the Oregon State University campus. With the implementation complete, during 2011-12, C2C conducted a satisfaction survey of business center customers to determine the satisfaction levels of faculty and staff with business center services and identify actionable areas for improvement.

With a vision of including continuous improvement in transaction processing, financial reporting, and assisting the University in developing an effective and high quality workforce, OSU's Administration in early 2014 sought to assess progress again by surveying business center customers. To assess progress, the Administration wanted to use the questions from the 2011-12 survey so that the responses could be compared to the previous results.

The Close to the Customer Project (C2C) was commissioned to conduct an online survey for faculty and staff served by ASBC. C2C used the "Business Center Questionnaire" from the previous business center study as the basis for the survey. The questionnaire includes multiple-choice questions and two open-ended questions.

On April 18<sup>th</sup>, an email invitation containing a brief description and link to the survey was distributed to 1405 individuals served by the business center. On April 22<sup>nd</sup> a reminder email was sent to those who had not yet responded.

The survey remained open for two weeks. Of the 1405 emails that were sent, a total of 224 surveys were completed for a response rate of 15.94 percent.

## Overview of Key Findings

Overall, respondents who work with ASBC report high levels of satisfaction with the BC and its services, although there are a few areas in which respondents are seeking improvement. Below is a summary of the most compelling findings from the survey data.

### **Respondents from ASBC “agree” that their overall experience with the BC has been positive.**

1. A majority of respondents agree (responses of 4 or 5\*) that the BC representatives respond in a timely manner (Figure 15), handle issues to their satisfaction (Figure 16), are professional (Figure 17), and are knowledgeable (Figure 18). Almost 40 percent of respondents agree that they know who to contact if they have an HR question (Figure 19).
2. Half of respondents agree (responses of 4 or 5) that they know who to contact if they have a Finance and Accounting issue (Figure 20) and feel the BC provides clear information on procedures and policies (Figure 21). A majority of respondents are comfortable approaching BC representatives with questions (Figure 22).
3. A majority of respondents agree (responses of 4 or 5) that the BC delivers reports in a timely manner (Figure 24), that the reports provide useful information needed to monitor financial status (Figure 25), and that the reports provide useful information needed to make decisions (Figure 26).
4. A majority of respondents agree (responses of 4 or 5) that the BC provides accurate budget preparation assistance (Figure 27) and timely budget preparation assistance (Figure 28).
5. Open-ended comments (Appendix A) suggest that many respondents are very satisfied with the helpfulness and reliability of the staff.

**Note: Figures 2,3,4,5,6,7,8,9,10,11,13 focus only on College of Liberal Arts and College of Science responses due to the small sample size of College of Education and University Honors College.**

\* Note: Responses to these questions were recorded on a five point scale, with 1=Strongly Disagree and 5=Strongly Agree. Answers of 4 and 5 indicate agreement with the statement and answers of 1 and 2 indicate disagreement.

## 1. Please indicate which services you have previously used

Respondents were provided a list of 12 commonly used human resource services and 10 commonly used finance and accounting services. An open-ended text field was also provided for respondents to specify other, less commonly used services. Respondents were asked to select which services they had previously used at the BC in these areas and could check as many as they wished.

### 1a. Which Human Resources services have you previously used?

Figure 1

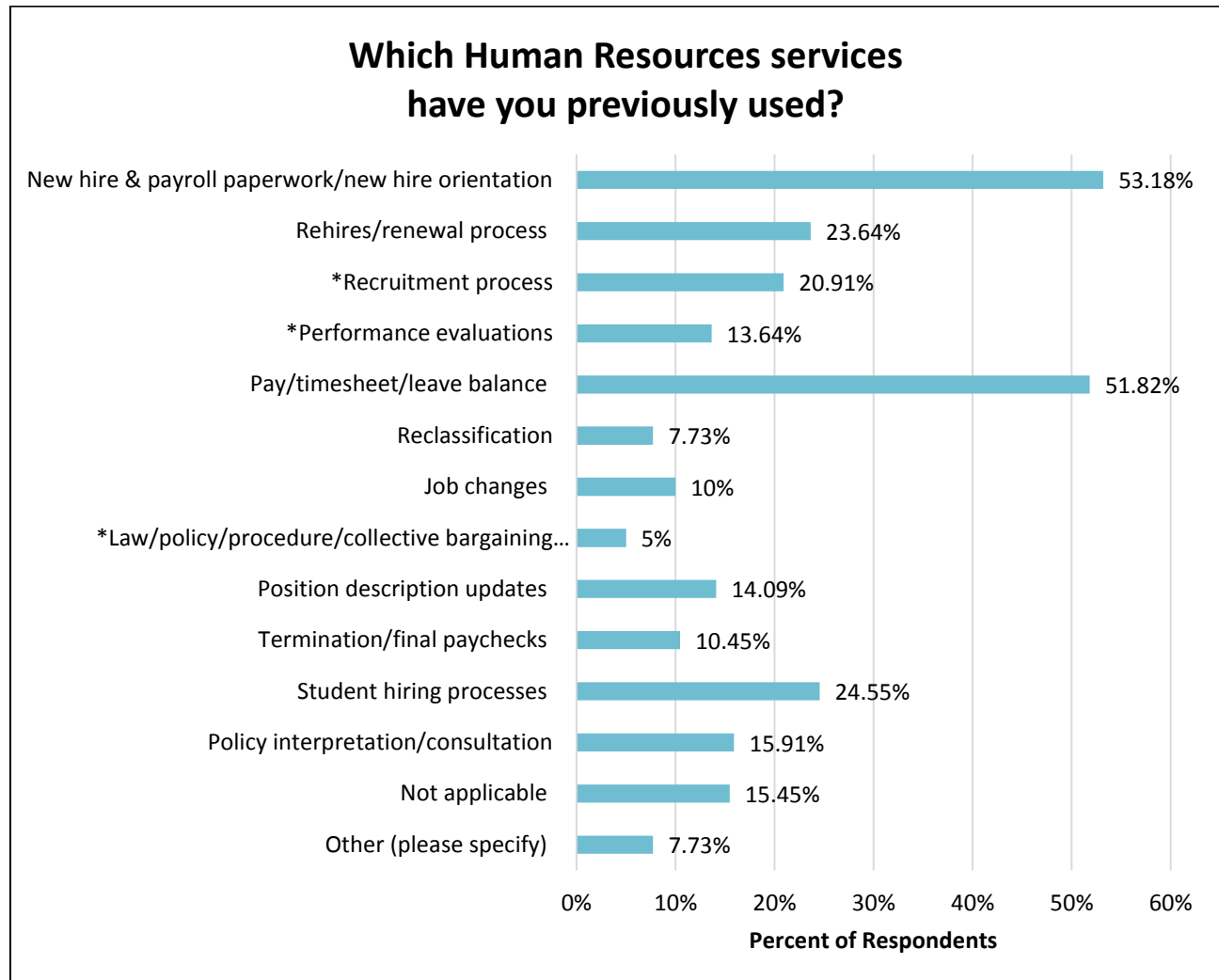


Figure 1 illustrates that respondents use BC human resources services primarily for New hire & payroll paperwork/new hire orientation and Pay/timesheet/leave balance. The services marked with an asterisk\* indicate there was a statistical difference in the way each unit responded for that aspect of the BC.

Figure 2

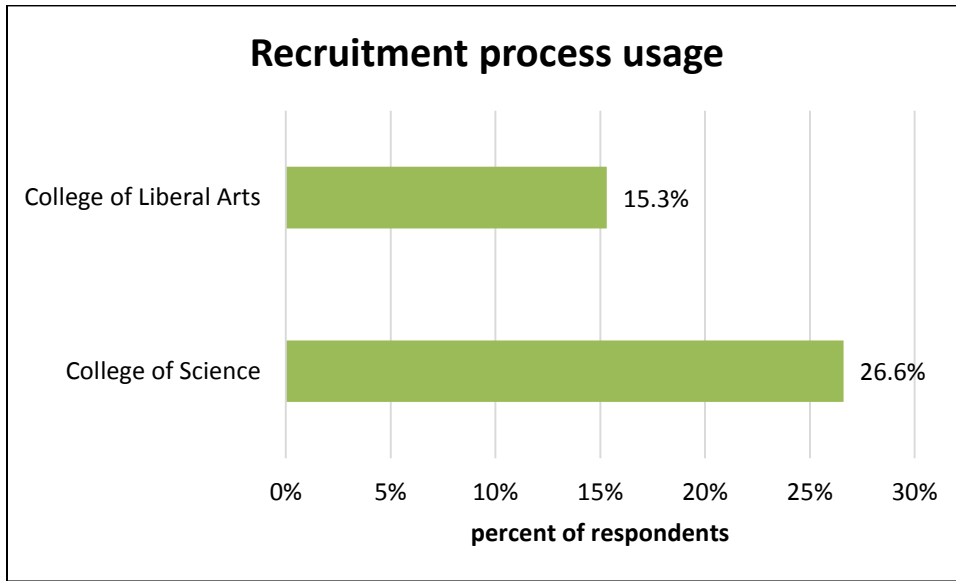


Figure 2 depicts the breakdown by unit of Recruitment process usage. The usage by College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

Figure 3

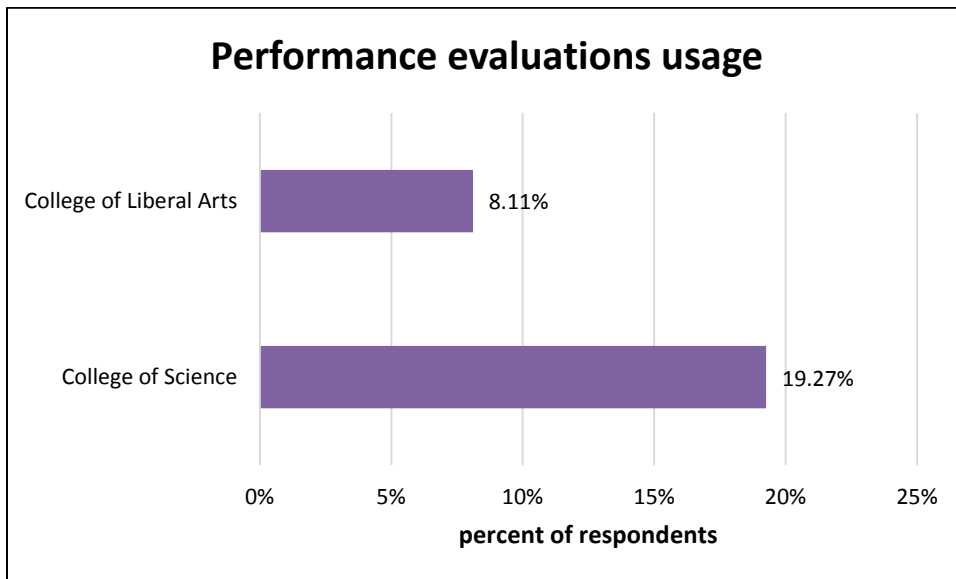


Figure 3 depicts the breakdown by unit of Performance evaluations usage. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

Figure 4

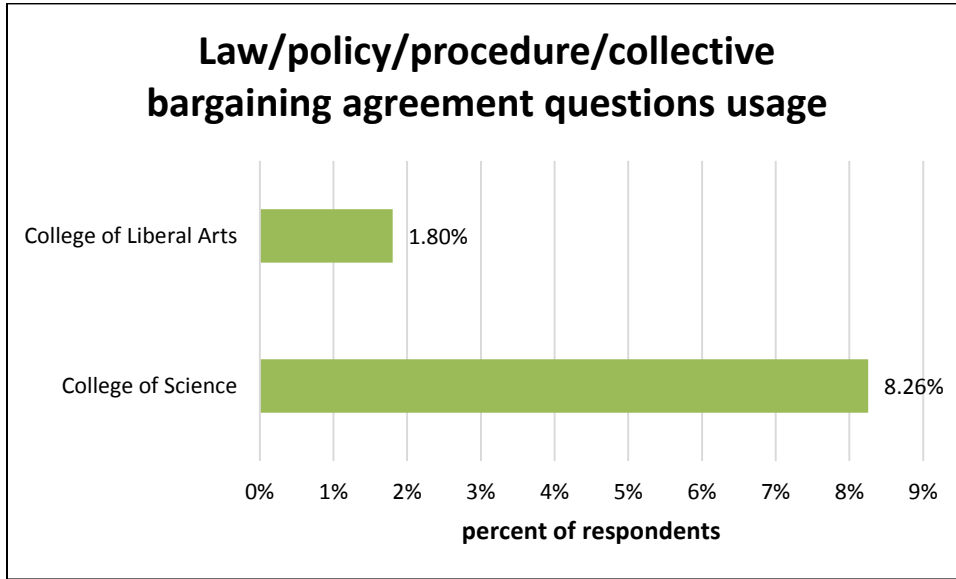


Figure 4 depicts the breakdown by unit of use of Law/policy/procedure/collective bargaining agreement questions. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

1b. Which Finance and Accounting services have you previously used?

Figure 5

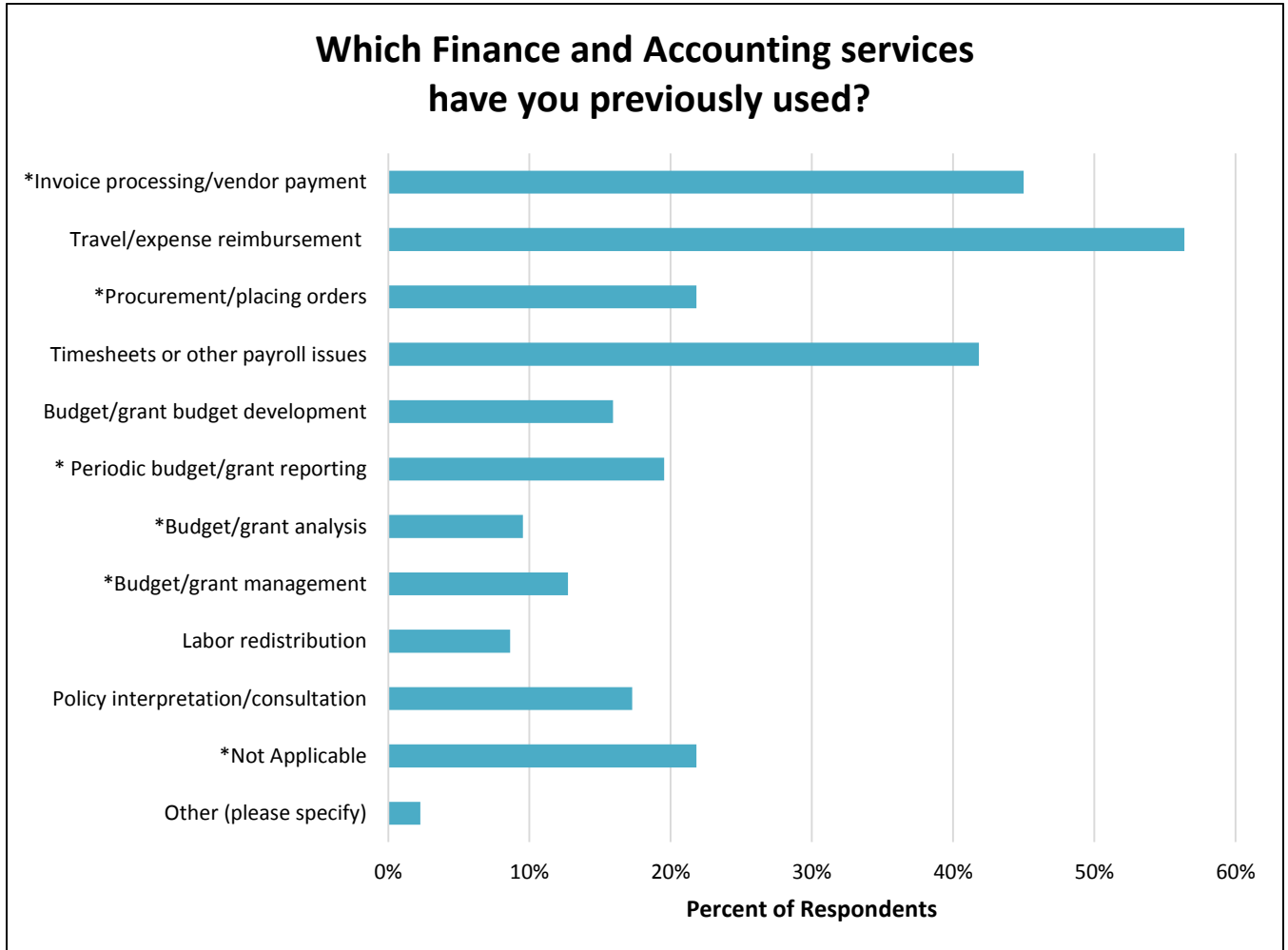


Figure 5 illustrates that respondents use BC Finance and Accounting services primarily for Finance, Invoice processing/vendor payment, Travel/expense reimbursement and Timesheets or other payroll issues. The services marked with an asterisk\* indicate there was a statistical difference in the way each unit responded for that aspect of the BC.



**Figure 6**

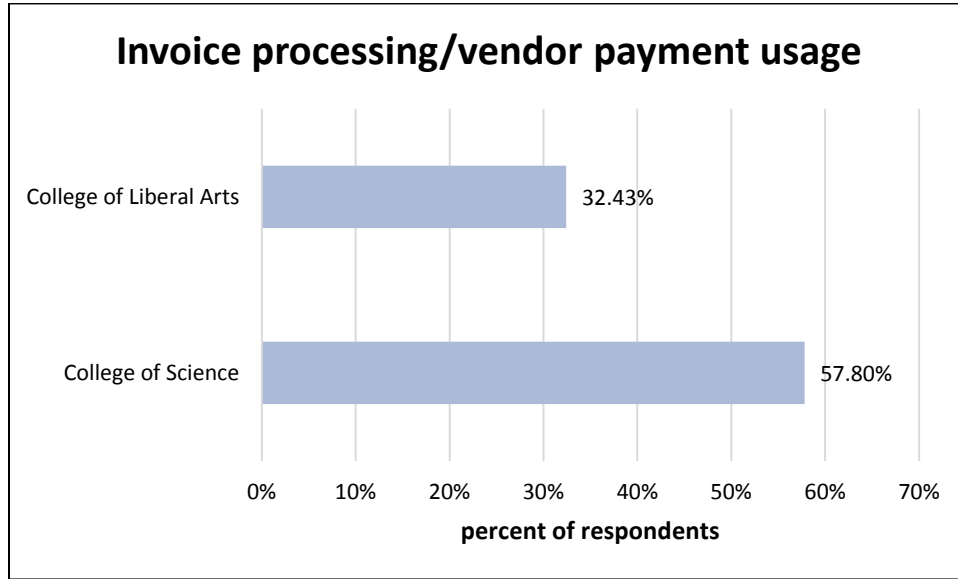


Figure 6 depicts the breakdown by unit of use of Invoice processing/vendor payments. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

**Figure 7**

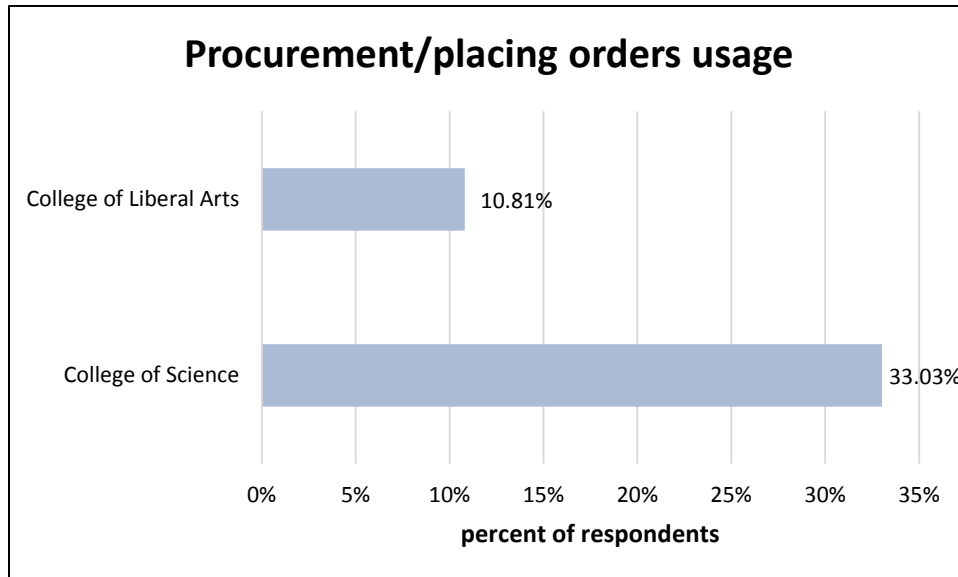


Figure 7 depicts the breakdown by unit of Procurement/placing orders. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

**Figure 8**

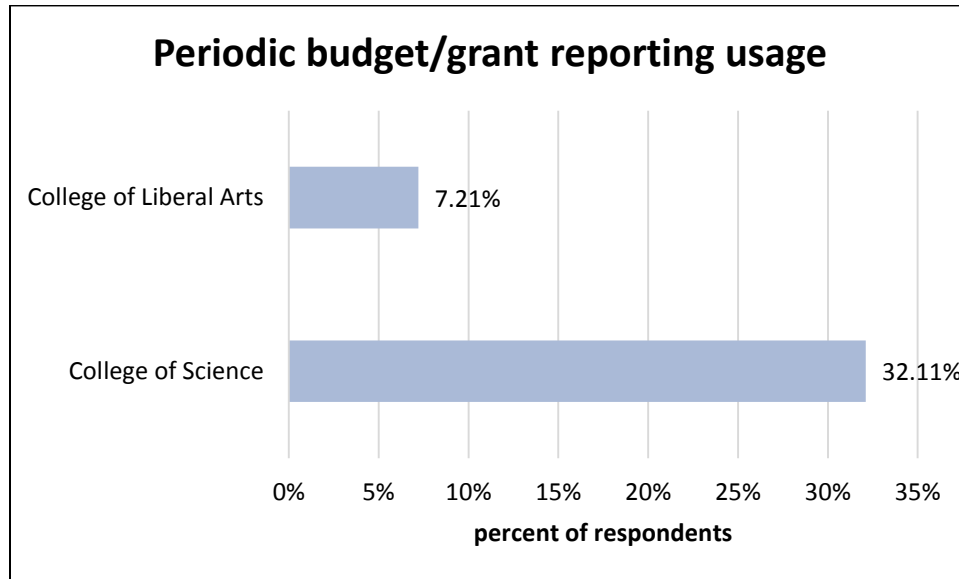


Figure 8 depicts the breakdown by unit of Periodic budget/grant reporting. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

**Figure 9**

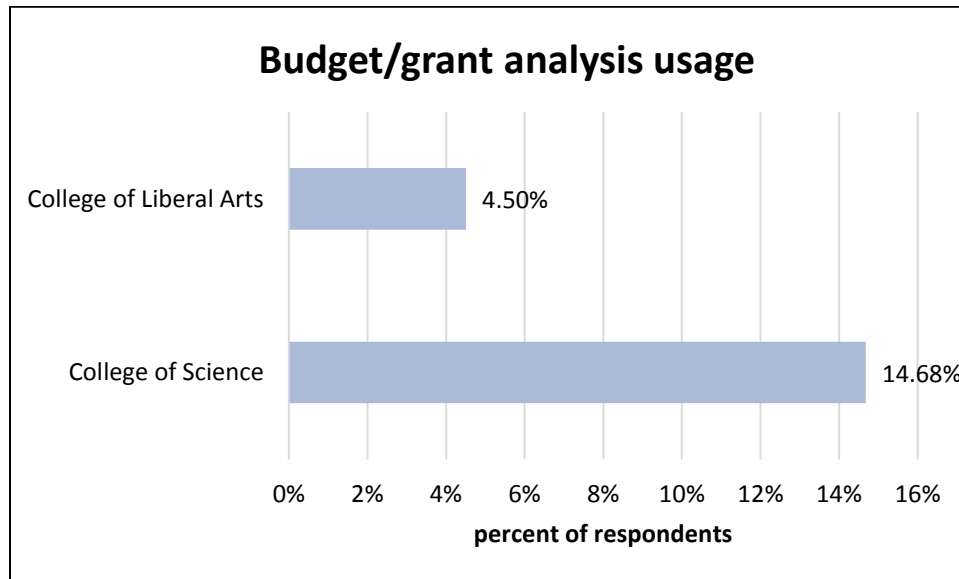


Figure 9 depicts the breakdown by unit of Budget/grant analysis. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

**Figure 10**

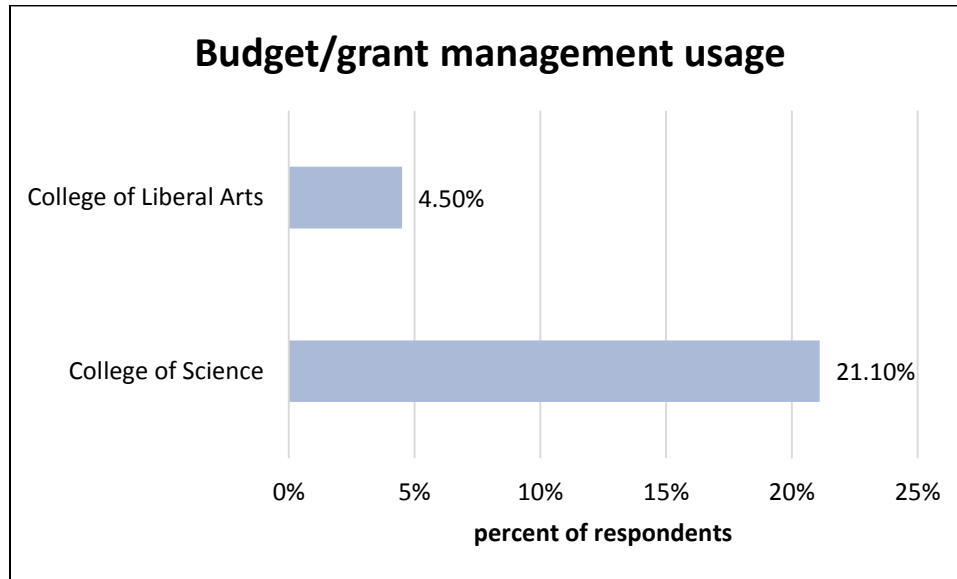


Figure 10 depicts the breakdown by unit of use of Budget/grant management. The usage of College of Liberal Arts respondents was significantly lower than the usage of College of Science respondents.

**Figure 11**

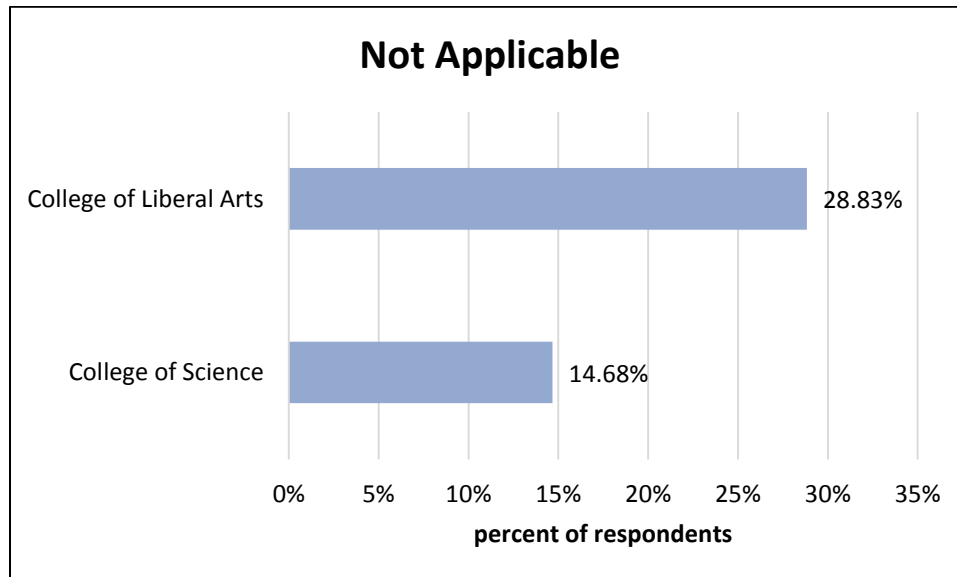


Figure 11 depicts the breakdown of "Not Applicable" answers. The Not Applicable answers of College of Liberal Arts respondents was significantly higher than those of College of Science respondents.

## 2. How often do you use the Business Center services?

Figure 12

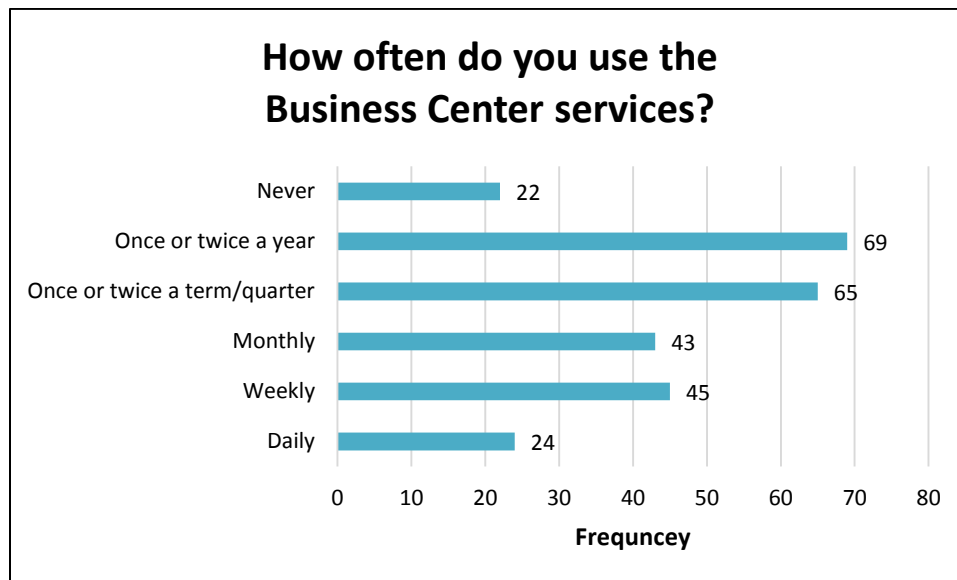


Figure 12 depicts the distribution of the usage of BC services among respondents. Of the 268 valid responses, 69 (over 25 percent) replied that they used the BC services either daily or weekly. Also, 108 respondents (just over 40 percent) use the BC services from monthly to once or twice a term. Finally, 91 respondents (under 34 percent) either use the BC once or twice a year or never.

Figure 13

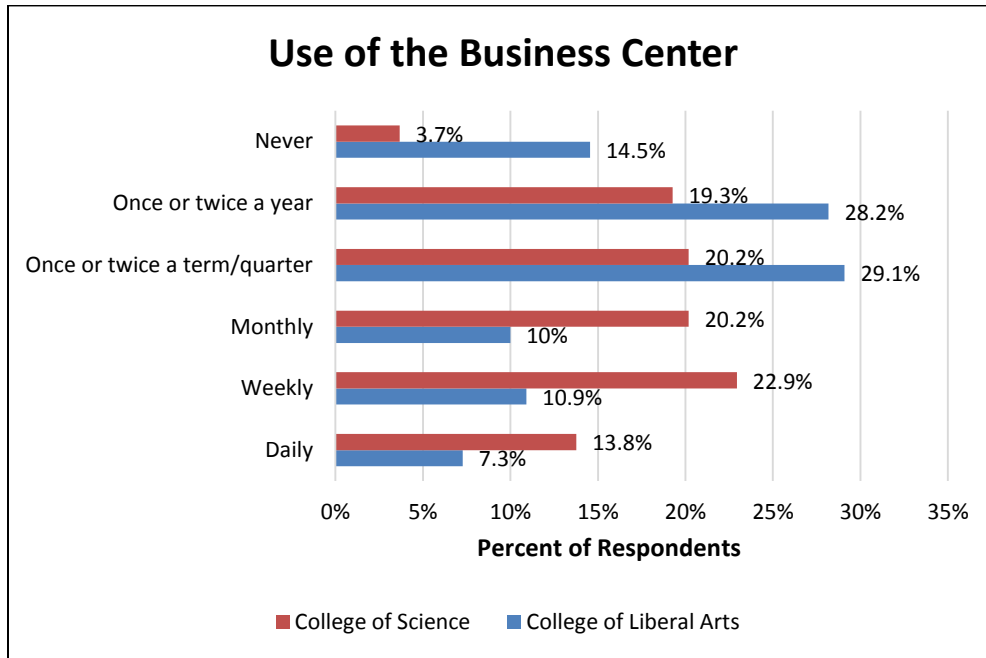


Figure 13 depicts 57 percent of the College of Sciences respondents use the BC from daily to monthly compared with just 28 percent of the College of Liberal Arts respondents, while only 4 percent of the College of Science respondents never use BC compared with 15 percent of the College of Liberal Arts respondents who never use it.

### 3. When you contact the BC, how often do you typically use each of the following communication methods?

Figure 14

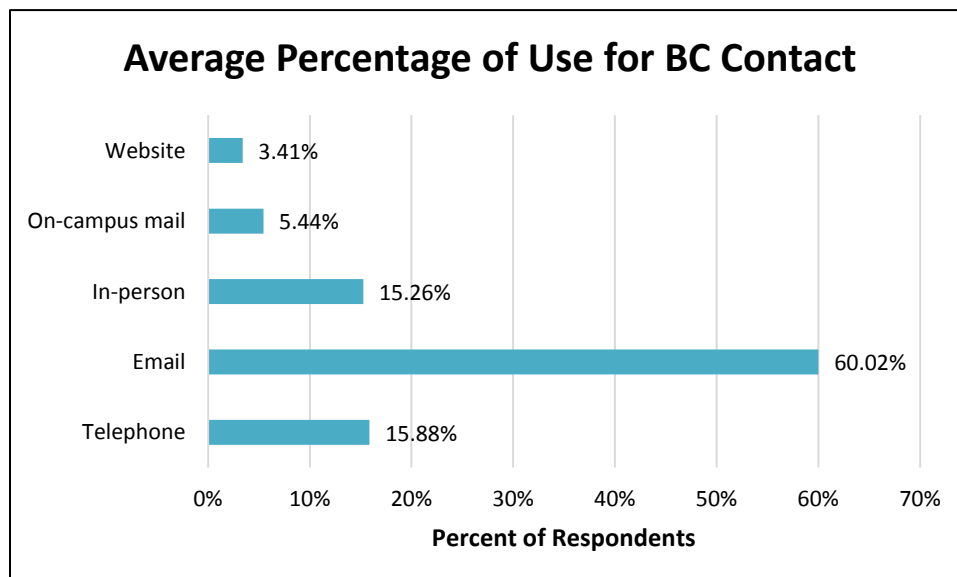


Figure 14 indicates that most respondents contact the BC via email (60 percent). 16 percent of respondents contact the BC by telephone and just above 15 percent of respondents contact the BC in person. While 9 percent use either On-campus mail (more than 5 percent) or the website (more than 3 percent).

#### 4. Satisfaction regarding BC services

Respondents were asked to indicate their level of agreement with various statements about the BC. A five-point scale was used to determine levels of agreement, with '1' representing 'Strongly Disagree' and '5' representing 'Strongly Agree.' Responses of '4' or '5' indicate the respondent agrees with the presented statement, a '3' indicates the respondent was neutral about the statement, and responses of '1' or '2' indicate the respondent disagrees with the statement.

##### 4a. Business Center representatives respond in a timely manner.

Figure 15

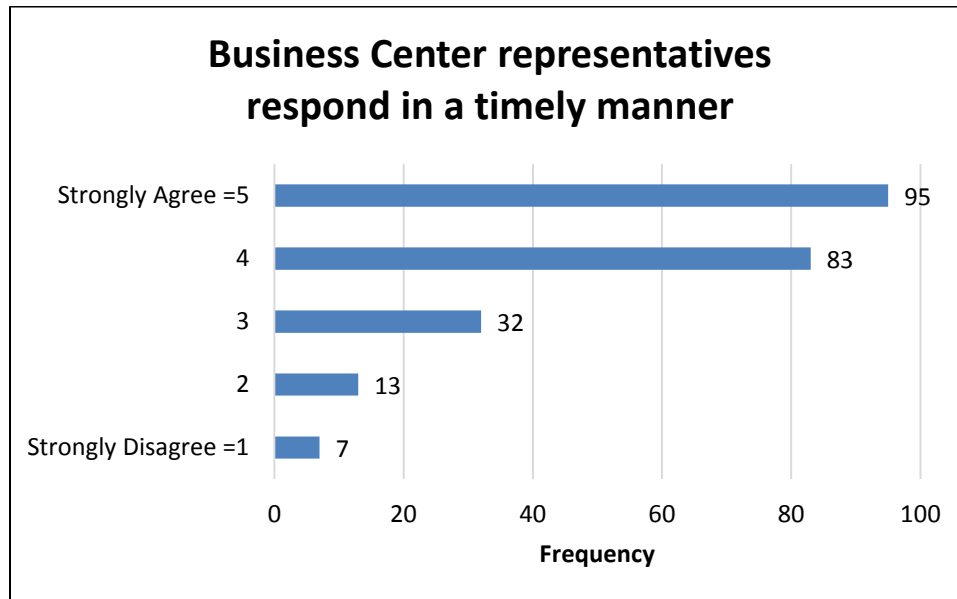


Figure 15 shows 178 out of 230 (77 percent) respondents agree or strongly agree that Business Center representatives respond in a timely manner.

*4b. Business Center representatives handle my issues to my satisfaction.*

**Figure 16**

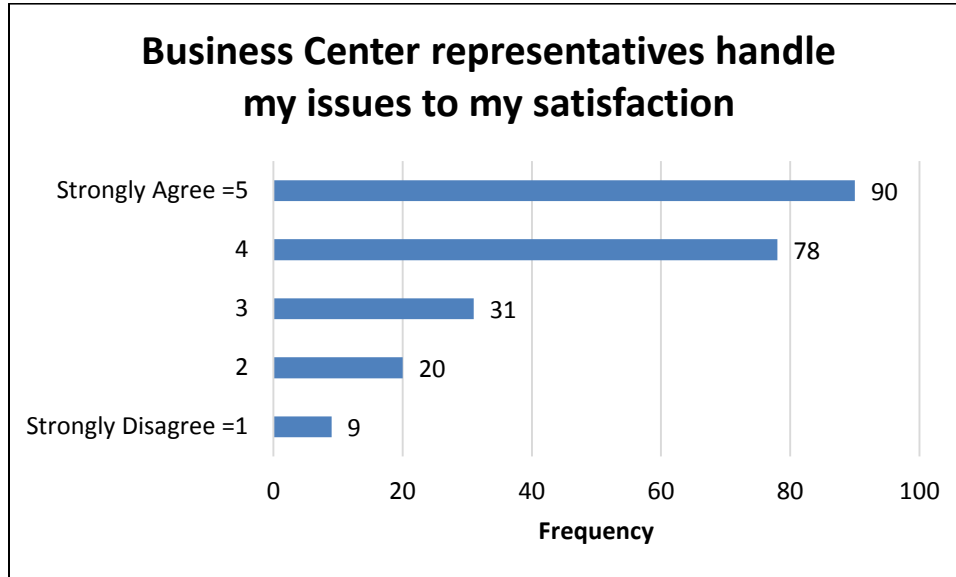


Figure 16 shows 168 out of 228 respondents (74 percent) agree or strongly agree that Business Center representatives handle their issues to their satisfaction.

*4c. Business Center representatives are professional.*

**Figure 17**

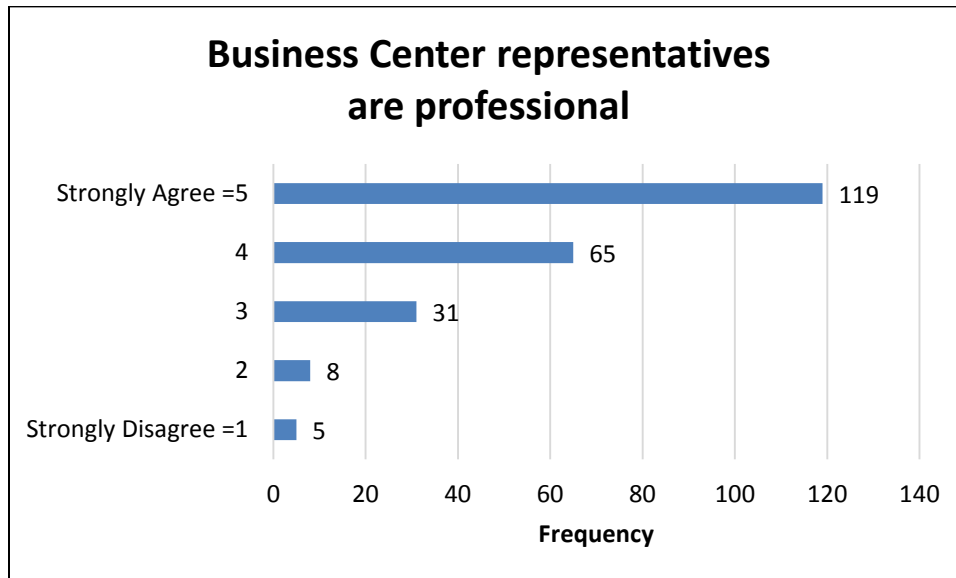


Figure 17 shows 184 out of 228 respondents (81 percent) agree or strongly agree that Business Center representatives are professional.

4d. Business Center representatives are knowledgeable.

Figure 18

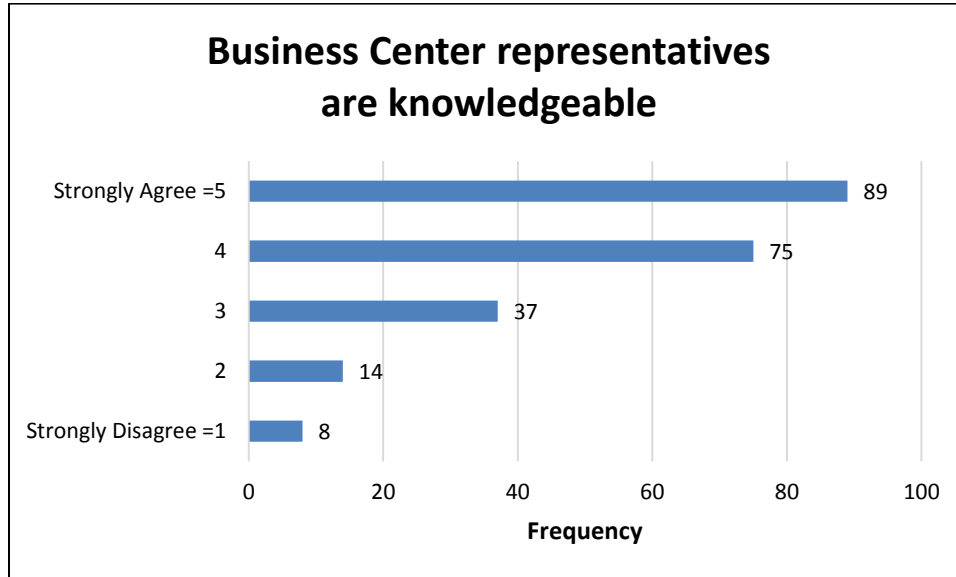


Figure 18 shows 164 out of 223 respondents (74 percent) agree or strongly agree that Business Center representatives are knowledgeable.

4e. I know who to contact at the Business Center when I have an HR question/issue.

Figure 19

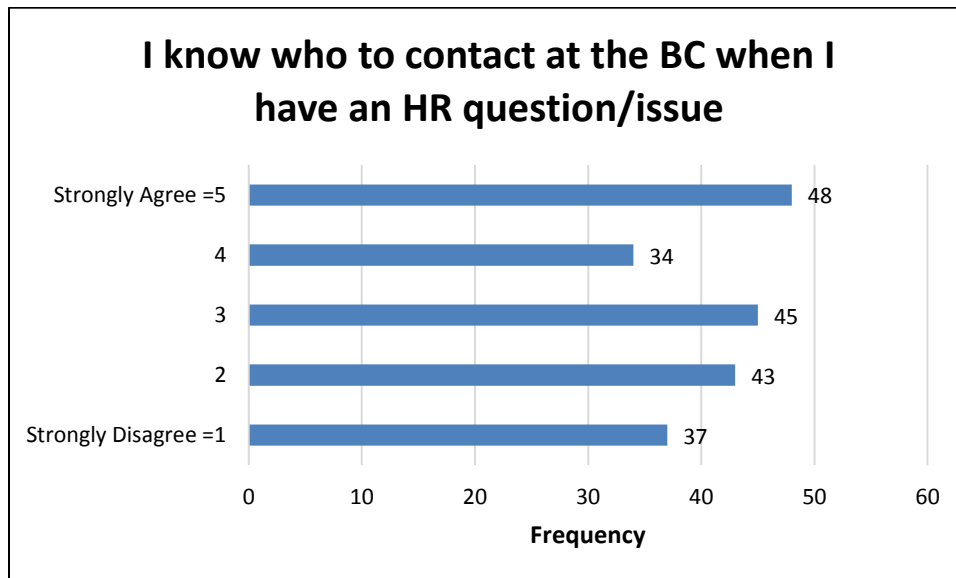


Figure 19 shows 82 of 207 respondents (40 percent) agree or strongly agree that they know who to contact at the Business Center when they have an HR question/issue. On the other hand, 80 out of 207 respondents disagree or strongly disagree and 22 percent (answer 3) are unsure.



4f. I know who to contact at the BC when I have a Finance/Accounting/Payroll question or issue.

Figure 20

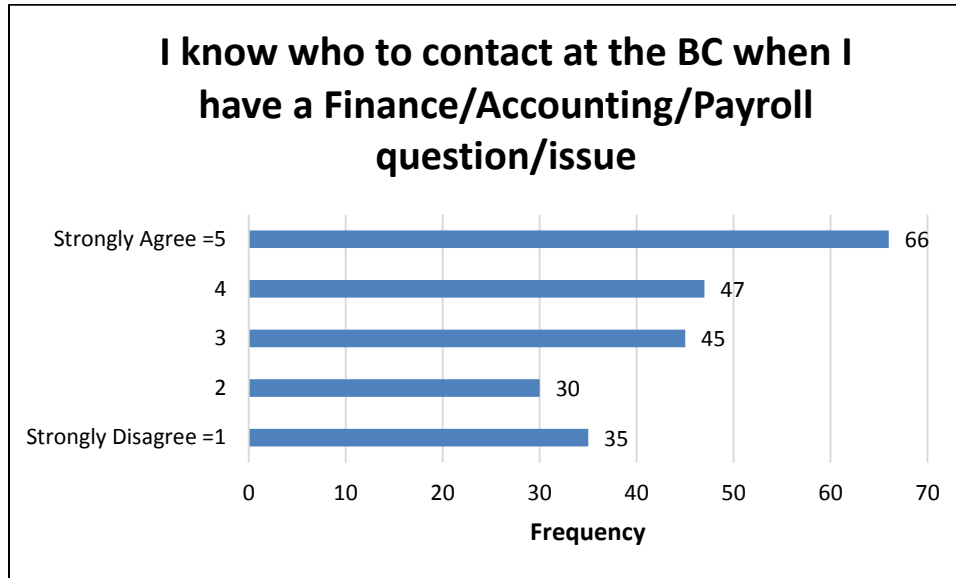


Figure 20 shows 130 of 223 respondents (51 percent) agree or strongly agree that they know who to contact when they have a finance, accounting, or payroll question. On the other hand, 65 out of 223 respondents disagree or strongly disagree and 20 percent (answer 3) are unsure.

4g. The Business Center provides clear information on procedures and policies.

Figure 21

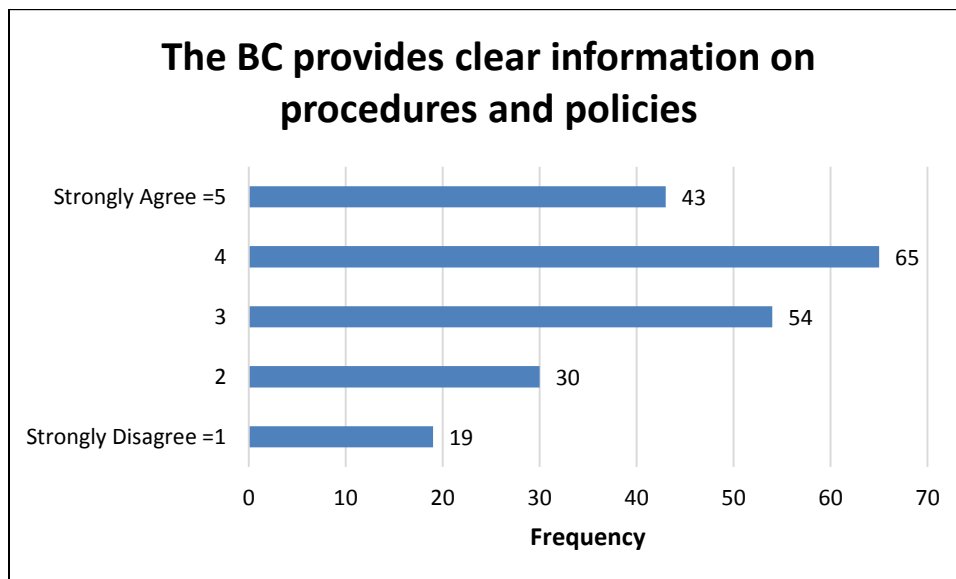


Figure 21 shows that 108 out of 211 respondents (51 percent) agree or strongly agree that The Business Center provides clear information on procedures and policies. However, there are 54 (26 percent) respondents are unsure.

*4h. I am comfortable approaching the Business Center when I have a question or issue.*

**Figure 22**

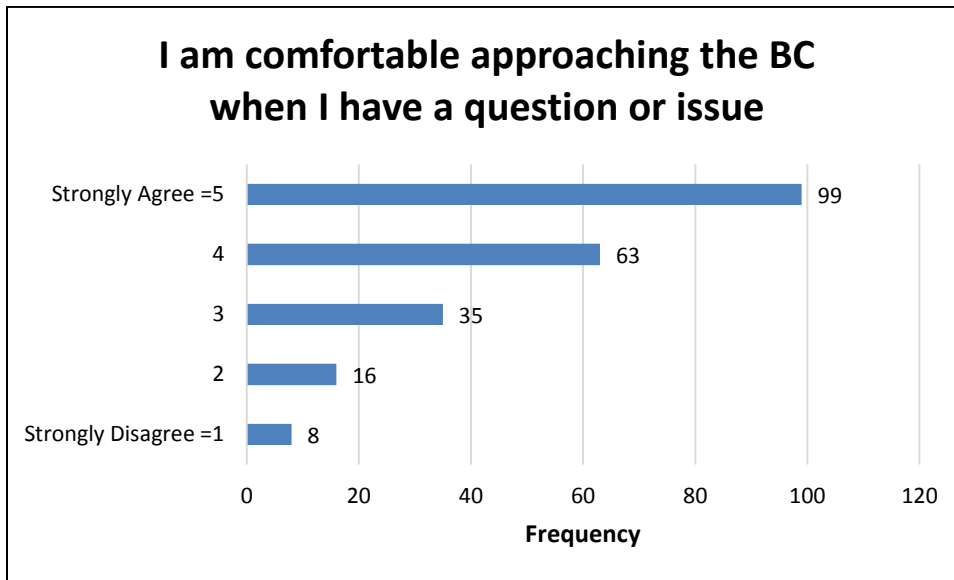


Figure 22 shows that 162 out of 221 respondents (73 percent) agree or strongly agree that they are comfortable approaching the Business Center when they have a question or issue.

*4i. Overall, my experiences with the Business Center have been positive.*

**Figure 23**

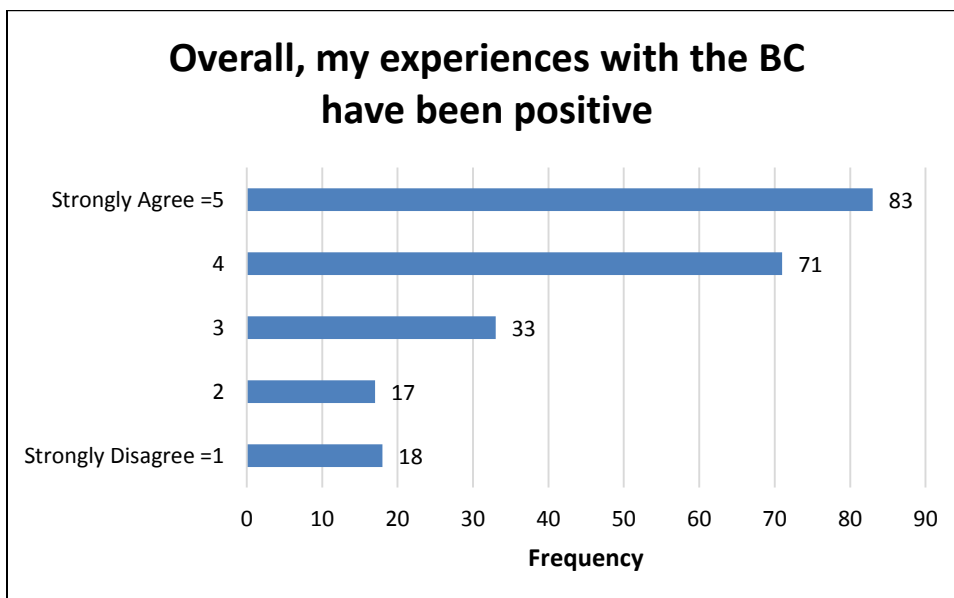


Figure 23 shows that 154 out of 222 respondents (69 percent) agree or strongly agree that their experiences with the Business Center have been positive.

### 5. Satisfaction regarding BC reports

Respondents were asked to indicate their level of agreement with various statements about BC reports. A five point scale was used to determine levels of agreement, with '1' representing 'Strongly Disagree' and '5' representing 'Strongly Agree.' Responses of '4' or '5' indicate the respondent agrees with the presented statement, a '3' indicates the respondent was neutral about the statement, and responses of '1' or '2' indicate the respondent disagrees with the statement.

#### 5a. The Business Center delivers reports in a timely manner.

Figure 24

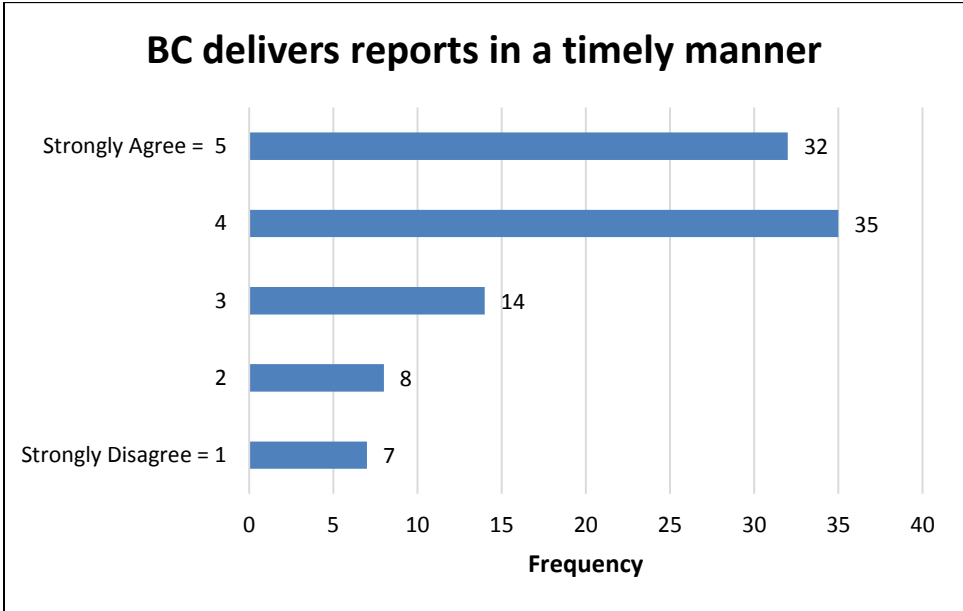


Figure 24 shows 67 out of 96 respondents (70 percent) agree or strongly agree that Business Center delivers reports in a timely manner.

*5b. The Business Center reports provide useful information needed to monitor financial status.*

**Figure 25**

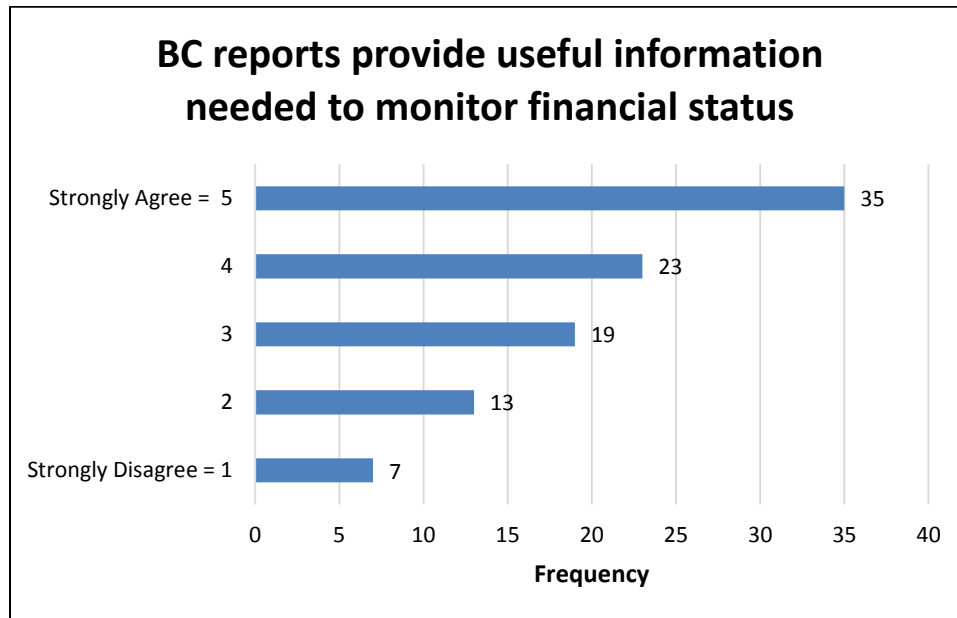


Figure 25 shows 58 out of 97 respondents (60 percent) agree or strongly agree that Business Center reports provide useful information needed to monitor financial status.

*5c. The Business Center reports provide useful information needed to make decisions.*

**Figure 26**

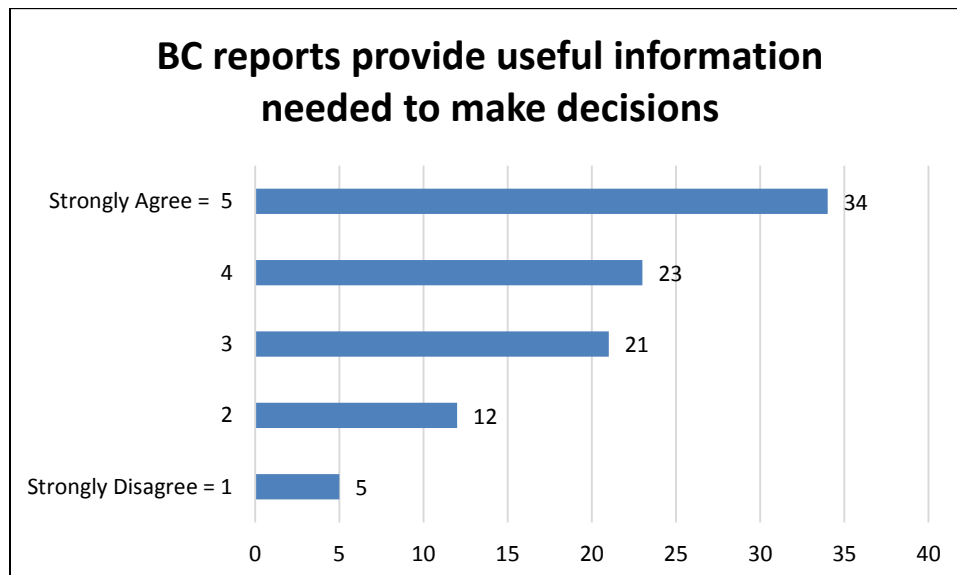


Figure 26 shows 57 out of 95 respondents (60 percent) agree or strongly agree that Business Center reports provide useful information needed to make decisions.

*5d. The Business Center provides accurate budget preparation assistance.*

**Figure 27**

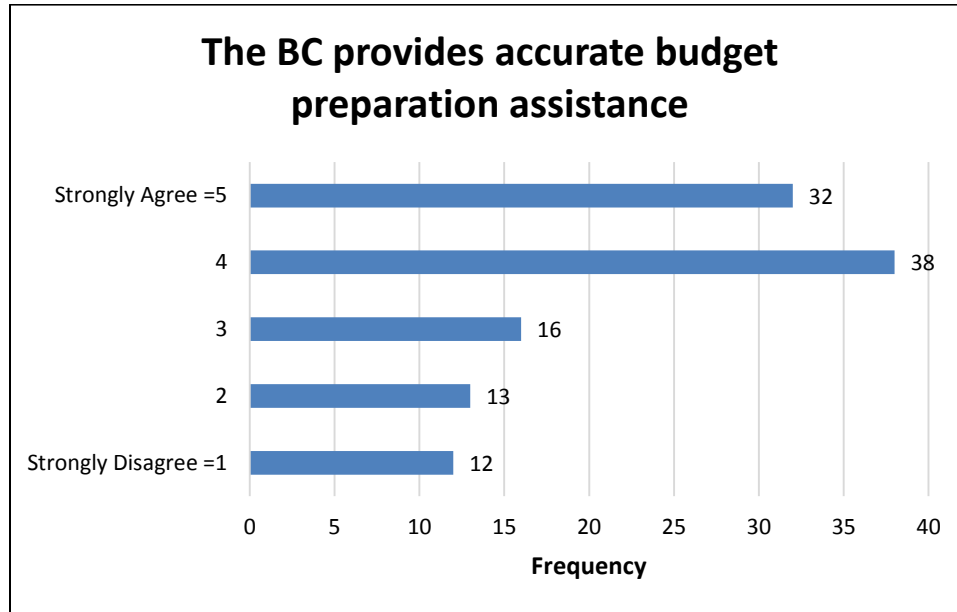


Figure 27 shows that 70 out of 111 respondents (63 percent) agree or strongly agree that The Business Center provides accurate budget preparation assistance.

*5e. The Business Center provides timely budget preparation assistance.*

**Figure 28**

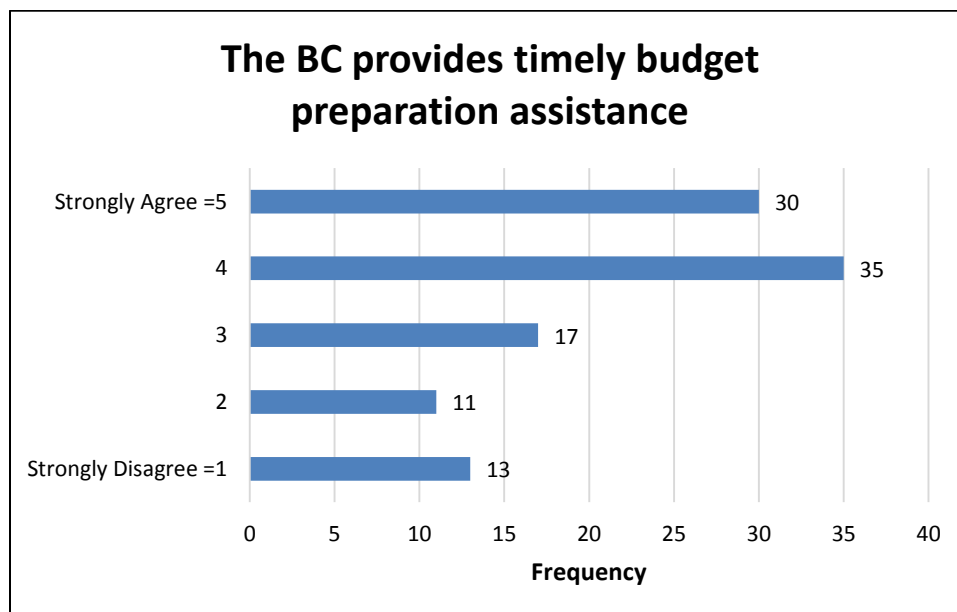


Figure 28 shows that 65 out of 106 respondents (61 percent) agree or strongly agree that The Business Center provides timely budget preparation assistance.

## 6. In which unit do you work?

Figure 29

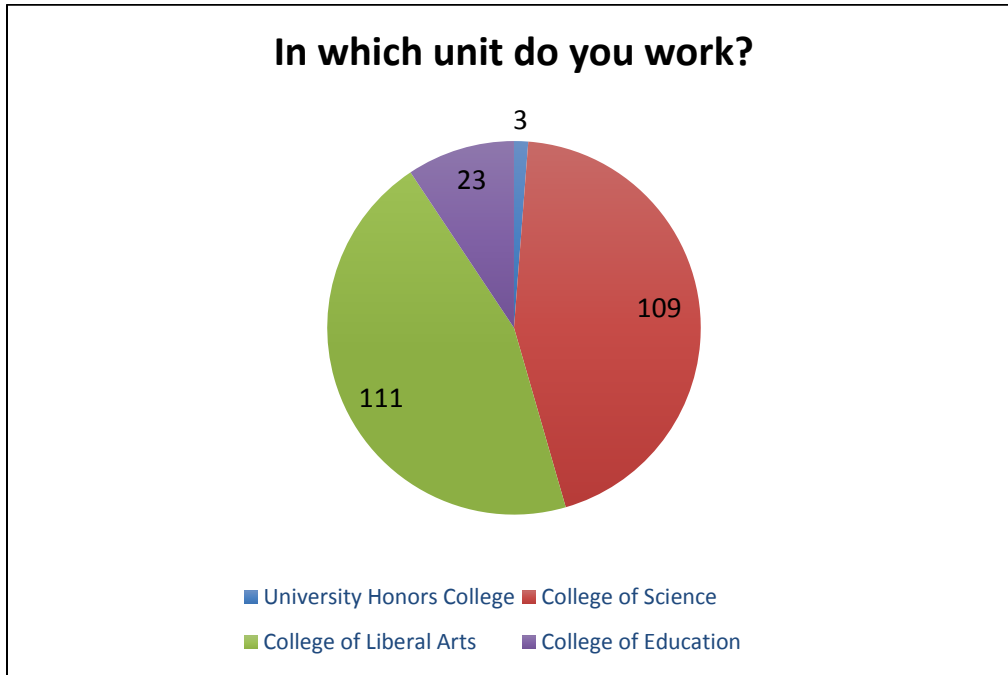


Figure 29 shows that 45 percent of respondents work in College of Liberal Arts; 44 percent of respondents work in College of Science; 9 percent of respondents work in College of Education and 1 percent of respondents work in University Honors College.

## 7. What is your position?

Figure 30

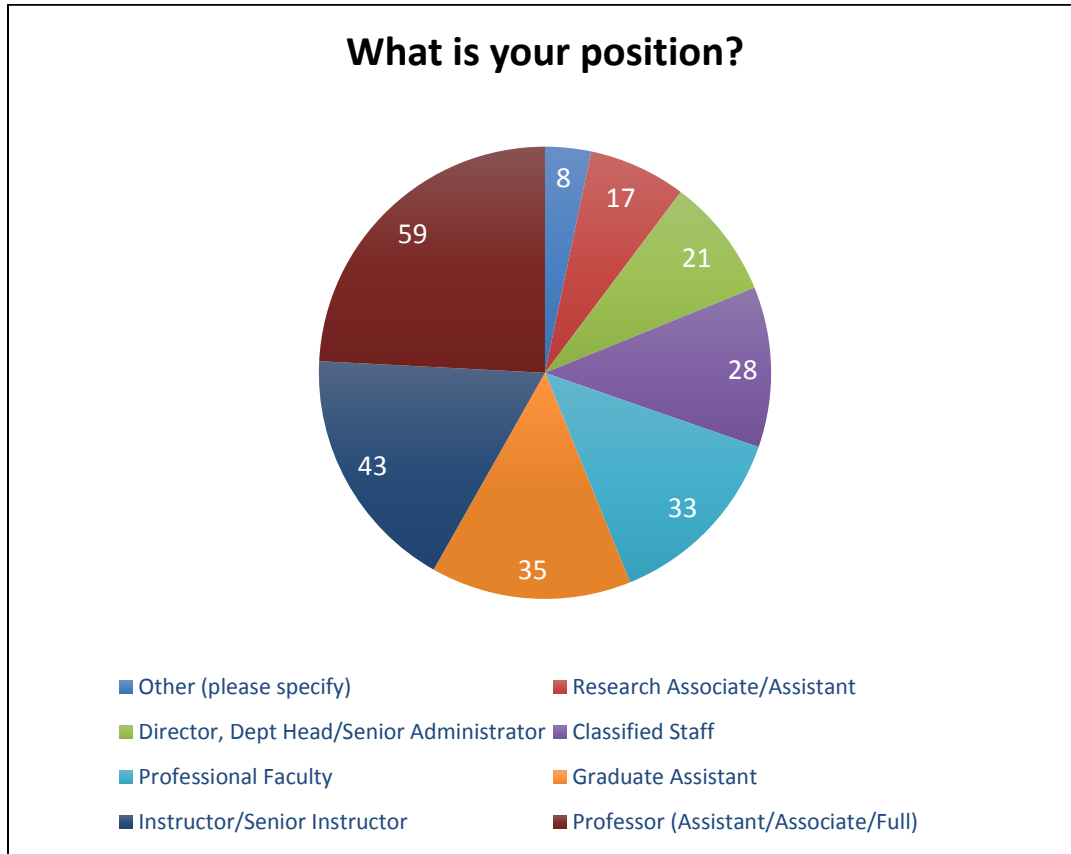


Figure 30 indicates that the position which responded in the largest numbers were Professor (Assistant/Associate/Full) at 24 percent. The next two largest groups were Instructor/Senior Instructor at 18 percent and Graduate Assistant at 14 percent. Less than 14 percent of respondents were Professional Faculty and 12 percent of respondents were Classified Staff. The smallest representation comes from the Director, Dept Head/Senior Administrator at 9 percent, Research Associate/Assistant at 7 percent and Other at 3 percent.

## 8. How long have you worked with or been involved with your unit?

Figure 31

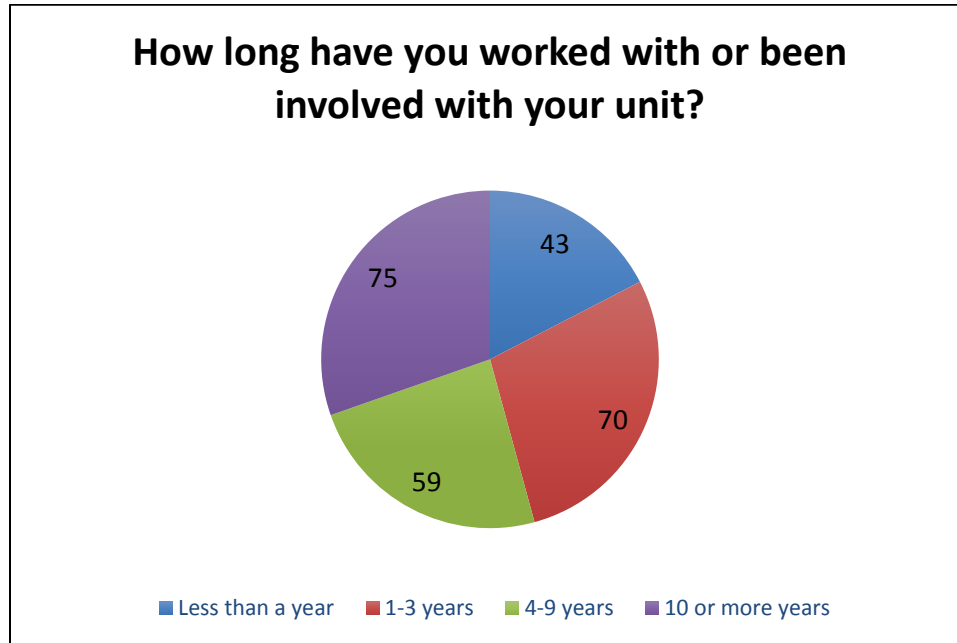


Figure 31 indicates that the greatest percentage (30 percent) of respondents have worked in their college for 10 or more years while 24 percent have worked in their college for 4-9 years; 28 percent for 1-3 years, and 17 percent less than one year.

## 9. Do you have some positive comments that you would like to pass on?

Many personal compliments were made regarding the helpfulness and reliability of the staff members. Overall, respondents seem satisfied with the people they work with and the contacts they are assigned to in the BC. Some specific words that were used to describe BC staff and services are:

- Knowledgeable
- Responsive
- Professional
- Friendly
- Timely
- approachable
- Helpful
- understanding
- Patient
- appreciative



## 10. Please tell us what you think can be done to improve the Business Center services

When analyzing the constructive open-ended feedback regarding the ASBC, there is a desire for a better stream of communication leading to faster access to cash, as well as consistency in protocol and procedures both within the BC and also between the BC and each location.

Also, various respondents commented on their lack of knowledge of BC staff jobs as well as the array of services offered by the BC. Ways in which respondents suggested improvement in this area included:

- provide Instructional documents and accurate information regarding billing
- More open communication from BC to units as well as between BCs
- List of people and position they hold at the BC
- Speeding up and streamlining the process for travel reimbursement
- A more welcoming atmosphere in business center
- Keep a low employee turnover and hire more staff
- More flexible open hours
- Better training for the employees, especially for new hires
- Keep the well-trained employees
- Quicker response time for phone calls and emails
- Clear guidelines on what the business center does
- Improve software and system to enhance service
- Create a webpage with FAQs for each type of service
- Provide guidelines for researchers to check budgets