

## Highlights of the Quality of Service Survey Results

One of the first issues that came to President Schwartz's attention when he became the President of Cleveland State University was the concerns for the students' everyday experiences on campus. Many students had complaints about the poor treatment they received from different offices. After 18 months of preparation through focus group discussions and open-ended questions asking students how they perceived the quality of service on campus, a survey with 106 CSU-specific items was developed.

In spring of 2003, 2282 students from 100 classes participated in the University-wide Quality of Service Survey. Fourteen of 106 items were negatively phrased to ensure the quality of the data. All negatively phrased questions were reversed coded to ensure consistent meaning of the scores. Higher scores mean more favorable results. On a one to five rating scale, we identify any item with a mean rating less than three as a problem area which needs immediate attention and improvement. Although only 22 of 106 items had ratings less than three, there is still significant room for improvement. These 22 items reflected students' voice on what need to be changed.

Based on the results, students clearly expressed their preference for online or phone class registration. Since lunchtime is when students choose to conduct business with offices on campus, CSU should consider flexible staffing to meet peak demand in order to avoid long waiting lines during lunch hours. Most students complained about waiting in line in the Bursar's Office, Registrar's Office, Admissions Office, or Bookstore. CSU already has a plan to change the way students do business with the University. In the Student Services Reengineering Project, the University is going to establish a One Stop Student Services Center includes all the services provided by Admissions, Registrar, Financial Aid, Bursar's, Parking, plus probably the ID Center. The purpose for establishing this One Stop Student Service Center is to eliminate the need for students to wait in line to get their business done. Students will be able to conduct essential business with the University online without running to different offices. In terms of security and safety issues, while more than 70% of the students felt safe on campus during the daytime, only 29% of them felt safe on campus at night. Considering 40% of CSU students having classes in the evenings, CSU administration just hired five more campus police officers before the results of Quality of Service Survey were published.

This year, all the results would serve for benchmarking purposes. The top administration of the university is taking the results very seriously and plans future projects and interventions accordingly. Thank you for your interests in the survey results and please continue your support by participating in the next year's survey.

For further information, please contact the survey developer, Dr. Chieh-Chen Bowen in the Department of Psychology at 687-2582 or [c.c.bowen@csuohio.edu](mailto:c.c.bowen@csuohio.edu).

### Cleveland State University Quality of Service Survey

The ratings between 1 and 5 indicated how strongly respondents disagree or agree with each statement on the scale provided. When the statement did not apply to respondents or when respondents had no knowledge by which to judge a statement, they used '9' to indicate 'not applicable.' *All negatively phrased questions were reverse coded to ensure consistent meaning of the scores. Higher scores mean more favorable results.*

<u>Quality of Service Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Average Valid Ratings</u>	<u>Standard Deviation</u>
1. The staff at the Bursar's Office is polite when speaking to me.	202	2072	3.64	1.099
2. The staff at the Bursar's Office is helpful and courteous.	197	2079	3.58	1.084
3. Information is forwarded to and from the Bursar's Office in a timely manner.	207	2064	3.22	1.262
4. I understand the billing information I received from the Bursar's Office.	110	2160	3.52	1.25
5. When I call the Bursar's Office my call is answered in a timely manner.	603	1658	3.01	1.269
6. When I am at the Bursar's Office I do not have to wait in line for a long time.	304	1971	2.94	1.264
7. The hours for the Bursar's Office are convenient for me.	288	1983	3.56	1.185
8. The staff at the Bursar's Office can refer me accurately to the right office to solve my problems.	435	1834	3.41	1.227
9. I prefer direct deposit of my paychecks to standing in line to get my paychecks.	1092	1175	3.85	1.448
10. If I am due to receive a refund (due to dropped classes or other modifications to my account) it is available reasonably quickly.	924	1347	3.27	1.306
11. I would rather pay my tuition all at once than use the Budget Payment Plan. (Recoded)	367	1907	3.32	1.696

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12. The Budget Payment Plan is easy to understand.	642	1628	3.77	1.178
13. Bursar's billing procedure allows me plenty of time to pay my bill.	377	1891	2.96	1.317
14. It is clear to me that when tuition payment is not received by a given deadline, then late fees will be charged.	201	2071	3.82	1.234
15. Overall, I am satisfied with the quality of service provided by the Bursar's Office.	97	2175	3.44	1.077
16. The staff at the Financial Aid Office is polite when speaking to me.	699	1572	3.45	1.251
17. The staff at the Financial Aid Office is helpful and courteous.	713	1560	3.40	1.248
18. Information regarding the requirements and application deadlines for different types of financial aid is too complicated.(Recoded)	677	1592	2.82	1.270
19. Printed information received regarding financial aid programs, policies, and application procedures is accurate and helpful.	678	1598	3.29	1.105
20. When I call the Financial Aid Office my call is answered in a timely manner.	927	1346	2.79	1.314
21. When I am at the Financial Aid Office I only have to wait a short period of time in line.	863	1406	3.19	1.240
22. The hours for the Financial Aid Office are convenient for me.	792	1475	3.45	1.186
23. When I need assistance or have questions about other offices, the Financial Aid staff refers me to the right office/person to solve my problem.	891	1376	3.30	1.246
24. I understand the Federal regulations guiding the decisions made by the Financial Aid staff.	756	1513	3.02	1.298

<u>Quality of Service Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Average Valid Ratings</u>	<u>Standard Deviation</u>
25. I receive my financial aid before my tuition payment is due.	875	1397	2.72	1.491
26. I file my financial aid before the application deadline.	846	1417	4.21	1.084
27. Overall, I am satisfied with the quality of service provided by the Financial Aid Office.	703	1565	3.30	1.209
28. The cost of parking on campus is too high compared to neighboring parking facilities. (Recoded)	267	2000	2.43	1.405
29. Parking spaces are not available on campus during Mondays and Wednesdays between 10 a.m. and 3 p.m.(Recoded)	592	1677	1.80	1.217
30. The public transportation system is not a convenient way for me to get to and from campus.(Recoded)	535	1727	2.11	1.486
31. I feel my vehicle is safe when parking on campus.	215	2058	3.10	1.247
32. I prefer to register for parking by mail.	451	1822	3.45	1.479
33. I prefer to register for parking before the semester begins.	376	1894	4.15	1.158
34. There are parking spaces available within a quarter mile from my classes.	254	2019	3.33	1.320
35. I am aware of all my options for parking on campus.	187	2086	3.32	1.390
36. Overall, I am satisfied with the quality of service provided by the Parking Office.	242	2032	2.81	1.269
37. The staff at the Registrar's Office is polite when speaking to me.	234	2042	3.41	1.220
38. The staff at the Registrar's Office is helpful and courteous.	230	2044	3.44	1.202
39. Registering for courses online or by phone is much easier than waiting in line to register.	312	1951	4.26	1.178
40. The information produced and processed at the Registrar's Office is correct.	173	2096	3.76	1.126
41. When I call the Registrar's Office my call is not answered in a timely manner.(Recoded)	664	1605	3.01	1.261

<u>Quality of Service Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Average Valid Ratings</u>	<u>Standard Deviation</u>
42. When I am at the Registrar's Office I do not have to wait in line for a long time.	395	1880	2.78	1.265
43. The hours of the Registrar's Office are convenient to me.	332	1943	3.45	1.136
44. The staff at the Registrar's Office can refer me accurately to the right office/person to solve my problems.	409	1862	3.40	1.190
45. Adding and dropping classes is a quick process.	401	1869	3.80	1.202
46. Information on my transcript is correct and up-to-date.	262	2003	3.91	1.184
47. After I apply for a transcript, I receive it within a week.	1360	905	3.30	1.285
48. The classes I need to complete my degree are available when I enroll during my assigned registration calendar.	206	2058	3.05	1.394
49. I am not aware that I needed to complete a graduation application one semester in advance of my projected graduation date.(Recoded)	202	2054	2.78	1.546
50. Overall, I am satisfied with the service quality provided by the Registrar's Office.	125	2145	3.37	1.092
51. The food service staff is helpful and courteous.	575	1696	3.20	1.285
52. When I am buying food on campus I only wait in line for a short period of time.	545	1728	3.16	1.276
53. The food available on campus is nutritious.	527	1742	2.91	1.190
54. The food available on campus satisfies my tastes.	507	1765	3.12	1.240
55. I wish to have healthier (i.e., low fat or low cholesterol) food options on campus.	491	1778	3.69	1.274
56. The selection of food on campus is satisfactory.	474	1794	3.12	1.196
57. The quality of the food on campus is satisfactory.	478	1791	3.21	1.135
58. Food service hours meet my needs.	493	1780	3.09	1.325
59. Overall, I am satisfied with the quality of service provided by Food Services.	465	1805	3.23	1.163
60. The staff at the Bookstore is helpful and courteous.	74	2191	3.85	1.059

<u>Quality of Service Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Average Valid Ratings</u>	<u>Standard Deviation</u>
61. When I am at the Bookstore I have to wait a long time in line.(Recorded)	61	2208	2.78	1.283
62. I sell textbooks back to the bookstore at the end of the semester.	354	1918	3.18	1.596
63. The textbook buy-back offers good prices for used textbooks.	433	1840	1.73	1.128
64. Non-book materials are available when I need them.	573	1696	3.56	1.134
65. The hours for the Bookstore are convenient for me.	98	2175	3.48	1.216
66. I can find what I need easily in the bookstore.	62	2210	3.64	1.077
67. Overall, I am satisfied with the quality of service provided by the Bookstore.	64	2210	3.63	1.019
68. The staff at the College Academic Advising Office is polite when speaking to me.	625	1637	3.79	1.095
69. The staff at the College Academic Advising Office is helpful and courteous.	627	1640	3.67	1.147
70. The College Academic Advising Office answers my calls in a timely fashion.	853	1390	3.49	1.170
71. The hours for the College Academic Advising Office are convenient to me.	712	1552	3.48	1.153
72. The advisors at the College Academic Advising Office are knowledgeable about the university/college requirements.	643	1626	3.50	1.241
73. The faculty advisors in my department are knowledgeable about the requirements for their department's majors.	453	1806	3.79	1.178
74. The College Academic Advising Office helps me plan how to graduate in time.	705	1556	3.12	1.339
75. Overall, I am satisfied with the quality of service provided by the College Academic Advising Office.	565	1697	3.44	1.190

<u>Quality of Service Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Average Valid Ratings</u>	<u>Standard Deviation</u>
76. The staff at the Admissions Office is polite when speaking to me.	550	1707	3.80	1.005
77. The staff at the Admissions Office is helpful and courteous.	556	1702	3.73	1.030
78. The hours of the Admissions Office are convenient for me.	638	1623	3.65	1.066
79. The Admissions Office processes my transferred credits in a timely fashion.	867	1394	3.41	1.234
80. The Admissions Offices answers my calls in a timely fashion.	822	1437	3.46	1.126
81. When I am at the Admissions Office I have to wait a long time for someone to talk with me.(Recoded)	805	1451	3.24	1.166
82. The staff at the Admissions Office can accurately refer me to the right office/person to solve my problems.	739	1518	3.51	1.081
83. The staff at the Admissions Office is inaccessible.(Recoded)	708	1548	3.48	1.190
84. Overall, I am satisfied with the quality of service provided by the Admissions Office.	565	1695	3.59	.990
85. The staff at Cleveland State University (CSU) is well trained in their respective areas.	65	2193	3.54	1.067
86. I usually get the 'run around' when trying to get something done on campus.(Recoded)	129	2127	2.73	1.303
87. I feel that there is not enough communication between the different offices on campus.(Recoded)	223	2035	2.40	1.233
88. Paperwork gets lost going to and from different offices.(Recoded)	464	1793	2.74	1.317
89. The Community Escort service on campus makes me feel safe when walking to my car at night.	1577	659	3.14	1.405
90. There is an appropriate police presence on campus.	240	2008	2.94	1.303
91. I know of the proper channels to express my concerns/complaints on campus.	177	2069	2.37	1.294

<u>Quality of Service Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Average Valid Ratings</u>	<u>Standard Deviation</u>
92. I feel safe while on CSU's campus during daytime hours.	130	2110	3.90	1.040
93. I feel safe while on CSU's campus during nighttime hours.	376	1866	2.79	1.271
94. I am having an excellent educational experience at CSU.	31	2211	3.37	1.066
95. It is easy to find where I am going on CSU's campus.	25	2220	3.68	1.063
96. The tuition at CSU is affordable.	87	2158	3.12	1.249
97. CSU's campus is clearly marked with signs and directions.	52	2188	3.52	1.107
98. There are not enough opportunities for internships and co-ops available through CSU.(Recoded)	986	1264	2.60	1.228
99. Career counseling is beneficial for finding out my interests.	1037	1184	3.45	1.213
100. The Career Placement Services' staff is knowledgeable about employment seeking opportunities for me.	1342	894	3.30	1.150
101. CSU's job fairs are helpful for finding employment.	1325	914	3.16	1.235
102. CSU has prepared me for an appropriate career.	579	1662	3.46	.990
103. CSU should consider flexible staffing to meet peak demand in order to avoid long waiting lines during lunch hours.	526	1713	3.91	1.030
104. Flexible scheduling for campus services on selected evenings or Saturday hours would accommodate my needs better.	512	1728	3.72	1.215
105. I would recommend CSU to my family and friends.	31	2213	3.40	1.121
106. I feel CSU does a good job overall.	23	2224	3.45	1.034



<u>Question</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Percentage for Each Answer</u>
<b>Academic Information Questions</b>			
107. Which category best describes you (student status)?	96	2182	Graduate: 17.6% Undergraduate: 70.8% Law: 4.8% non-degree: 3.8% continuing ed: 3.0%
108. Which category best describes the number of credit hours you are currently enrolled for?	4	2183	4 or less: 6.2% 5 to 8: 13.1% 9 to 12: 23.2% 13 to 16: 41.1% 17 or more: 16.4%
109. Which category best describes your current overall GPA?	12	2171	1.0 or lower: 0.5% 1.01-2.0: 3.6% 2.01-3.0: 35% 3.01-4.0: 55% don't know: 5.9%
110. Which category best describes your current academic standing?	23	2145	Freshman or first year: 21.7% sophomore or second year: 19.3% junior or third year: 26.8% senior or fourth year: 22.5% fifth year or more: 9.7%
111. Which college have you been admitted to?	N/A*	2182	Arts & Sciences: 34.9% Business: 21.2% Education: 16.3% Engineering: 11.1% First College: 1.3% Law: 4.7% Urban Studies: 3.9% University Studies: 2.3% None, I am a non-degree student: 4.3%

<u>Academic Information Questions</u>	<u>Not applicable (Code 9) Count</u>	<u>Valid responses</u>	<u>Percentage for Each Answer</u>
112. When do you attend most of your classes?	5	2170	During the day: 58% at night: 24.3% weekends: 2.1%, an equal mix of all: 15.6%
113. How many hours per week do you work on campus?	77	2107	0: 75.7% 1 to 14: 9.1% 15 to 20: 8.7% 21 to 25: 1.8%, 26 to 30: 2% 31 to 35: .6%, 36 to 40: 1% 41 or more: 1.1%
114. How many hours per week do you work off campus?	33	2149	0: 21.7% 1 to 14: 11% 15 to 20: 14.2% 21 to 25: 11.4% 26 to 30: 9% 31 to 35: 6.2% 36 to 40: 14.2% 41 or more: 12.1%
115. Are you a transfer student?	43	2132	Yes: 43.2% No: 56.8%
116. How many credit hours have you completed towards your degree?	26	2152	0 to 25: 26.2% 26 to 50: 16.2% 51 to 75: 16.4% 76 to 100: 18.4% 101 to 125: 13.5% 136 or more: 9.3%

<b>Demographic Questions</b>	<b><u>Not applicable (Code 9) Count</u></b>	<b><u>Valid responses</u></b>	<b><u>Percentage for Each Answer</u></b>
117. Which category best describes your age?	3	2172	20 or younger: 19.7% 21-25: 44.3% 26-30: 16.3% 31-35: 7.9% 36-40: 5% 41 or older: 6.8%
118. Which category best describes your ethnic background?	6	2154	White: 67.1% Black: 15.8% Hispanic: 3.3% Asian: 5.7% Native American: 0.6% International Student: 3.1% Other: 4.4%
119. Which category best describes your annual household income (not including Financial Aid)?	35	2027	\$10,000 or less: 17.7% \$10,001-\$15,000: 10.2% \$15,001-\$20,000: 8.5% \$20,001-\$25,000: 7.6% \$25,001-\$30,000: 7% \$30,001-\$35,000: 6.2% \$35,001-\$40,000: 7.4% \$40,001 or more: 35.5%
120. Are you the head of your household?	12	2083	Yes: 38.7% No: 61.3%

\* Q111 had nine answer categories, as did the scantron sheet in use; therefore no out of range values were expected.