

ADMINISTRATIVE SERVICES SURVEY OVERVIEW

Survey Goals:

1. To provide the campus community with an opportunity to give input on their satisfaction and dissatisfaction with administrative services provided in support of Stanford's mission.
2. To understand what is working well and why.
3. To identify areas for improved user experience and increased efficiency
4. To serve as the basis for action plans that support continuous improvement.

Survey Scope: The survey covered a variety of administrative areas, including human resources, research administration, purchasing, expense reimbursement, invoice payment and travel services.

Survey Date: October 20 – November 9, 2009.

Respondents: The survey was targeted to the primary users of Stanford's administrative services: 1,868 Stanford University faculty and 10,263 Stanford staff. Employees at SLAC and Hoover Institution and members of the campus bargaining units were not included.

Response Rates (Overall): 20% of the faculty and 30% of the staff responded to the survey.

| Unit | # Rsp. | Response Rate |
|--|--------------|---------------|
| Public Affairs | 29 | 59% |
| Business Affairs | 417 | 53% |
| Alumni Association | 55 | 50% |
| Office of Development | 113 | 45% |
| Human Resources | 40 | 45% |
| Office of the Vice Provost for Student Affairs | 83 | 38% |
| Office of the Vice Provost for Graduate Education | 3 | 38% |
| Stanford Management Company | 21 | 34% |
| School of Education | 59 | 34% |
| Graduate School of Business | 159 | 34% |
| School of Earth Sciences | 44 | 31% |
| SULAIR | 161 | 30% |
| Office of the Vice Provost for Undergraduate Education | 48 | 28% |
| School of Humanities and Sciences | 394 | 27% |
| Office of the Vice Provost and Dean of Research | 157 | 27% |
| School of Medicine | 1,103 | 26% |
| School of Engineering | 181 | 25% |
| School of Law | 61 | 25% |
| Hoover Institution | 46 | 25% |
| Land Buildings and Real Estate | 103 | 23% |
| Office of the General Counsel | 18 | 22% |
| Department of Athletics, Physical Education and Recreation | 44 | 17% |
| Residential and Dining Enterprises | 53 | 10% |
| | | |
| Other | 102 | 38% |
| | | |
| TOTAL | 3,494 | 29% |

ADMINISTRATIVE SERVICES SURVEY QUESTIONS AND RESULTS

- I. **Research Administration: General**
- II. **Research Administration: Submitting Sponsored Research Proposals**
- III. **Research Administration: Setting Up Sponsored Research Awards**
- IV. **Research Administration: Grant Management**
- V. **Research Administration: Website**
- VI. **Purchasing: General**
- VII. **Purchasing: Online Catalogue Ordering**
- VIII. **Purchasing: Rapid Purchase Order**
- IX. **Purchasing: Standard Requisition**
- X. **Invoice Payments**
- XI. **Expense Reports and Reimbursements**
- XII. **Travel Services**
- XIII. **Gateway to Financial Activities**
- XIV. **Help Desk**
- XV. **Human Resources: Services**
- XVI. **Human Resources: Website and Other Online Tools**
- XVII. **Human Resources: Staff Recruiting**
- XVIII. **Stanford's Administrative Guide**

Note: The responses in the following report are broken down between faculty and staff whenever relevant. When fewer than 50 faculty members responded, and their responses represented less than 10% of the total, only the total response is shown.

I. Research Administration: General

1. Rate your satisfaction with the research administration process from proposal submission through closeout.

| | Faculty | Staff | Total |
|--------------------------------|----------------|--------------|--------------|
| 5 (Very Satisfied) | 15% | 10% | 11% |
| 4 | 24% | 30% | 28% |
| 3 | 32% | 42% | 40% |
| 2 | 20% | 13% | 15% |
| 1 (Very Dissatisfied) | 8% | 5% | 5% |
| Avg. Satisfaction Score | 3.18 | 3.27 | 3.26 |
| Total Responses | 176 | 706 | 882 |

| | School of Medicine | School of Engineering | Other |
|--------------------------------|-------------------------------|----------------------------------|--------------|
| 5 (Very Satisfied) | 13% | 5% | 11% |
| 4 | 30% | 16% | 29% |
| 3 | 36% | 47% | 44% |
| 2 | 16% | 22% | 11% |
| 1 (Very Dissatisfied) | 5% | 10% | 5% |
| Avg. Satisfaction Score | 3.29 | 2.85 | 3.31 |
| Total Responses | 475 | 79 | 328 |

2. Tell us the area of the research administration process that needs the most improvement.

| | Faculty | Staff | Total |
|------------------------|----------------|--------------|--------------|
| Submitting Proposals | 45% | 22% | 29% |
| Managing Grants | 31% | 22% | 25% |
| Setting up Awards | 14% | 24% | 21% |
| Setting up Sub-Awards | 8% | 13% | 12% |
| Other | 2% | 19% | 14% |
| Total Responses | 51 | 127 | 178 |

| | School of Medicine | School of Engineering | Other |
|------------------------|-------------------------------|----------------------------------|--------------|
| Submitting Proposals | 29% | 31% | 26% |
| Managing Grants | 22% | 23% | 32% |
| Setting up Awards | 20% | 35% | 16% |
| Setting up Sub-Awards | 13% | 4% | 14% |
| Other | 17% | 8% | 12% |
| Total Responses | 102 | 26 | 50 |

II. Research Administration: Submitting Sponsored Research Proposals

3. Rate your satisfaction with the process for submitting a proposal.

| | Faculty | Staff | Total |
|--------------------------------|----------------|--------------|--------------|
| 5 (Very Satisfied) | 16% | 14% | 14% |
| 4 | 32% | 37% | 35% |
| 3 | 29% | 31% | 30% |
| 2 | 13% | 13% | 13% |
| 1 (Very Dissatisfied) | 10% | 6% | 7% |
| Avg. Satisfaction Score | 3.30 | 3.39 | 3.37 |
| Total Responses | 90 | 232 | 322 |

| | RMG submits proposals | ERA submits proposals | OSR submits proposals |
|--------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 5 (Very Satisfied) | 11% | 4% | 8% |
| 4 | 26% | 21% | 29% |
| 3 | 34% | 43% | 37% |
| 2 | 22% | 21% | 20% |
| 1 (Very Dissatisfied) | 7% | 11% | 7% |
| Avg. Satisfaction Score | 3.11 | 2.86 | 3.11 |
| Total Responses | 161 | 28 | 133 |

4. Rate your satisfaction with the knowledge and helpfulness of the organization you use to submit proposals (RMG, ERA, or OSR)?

| | Faculty | Staff | Total |
|--------------------------------|----------------|--------------|--------------|
| 5 (Very Satisfied) | 15% | 19% | 18% |
| 4 | 33% | 35% | 34% |
| 3 | 27% | 27% | 27% |
| 2 | 18% | 15% | 16% |
| 1 (Very Dissatisfied) | 8% | 3% | 4% |
| Avg. Satisfaction Score | 3.28 | 3.52 | 3.45 |
| Total Responses | 89 | 230 | 319 |

| | RMG submits proposals | ERA submits proposals | OSR submits proposals |
|--------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 5 (Very Satisfied) | 21% | 14% | 15% |
| 4 | 33% | 36% | 36% |
| 3 | 25% | 43% | 27% |
| 2 | 14% | 7% | 20% |
| 1 (Very Dissatisfied) | 6% | 0% | 3% |
| Avg. Satisfaction Score | 3.49 | 3.57 | 3.39 |
| Total Responses | 160 | 28 | 131 |

5. Rate your satisfaction with the status updates you received throughout the proposal submission process from your sponsored research officer.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 16% | 15% | 15% |
| 4 | 22% | 26% | 25% |
| 3 | 33% | 27% | 29% |
| 2 | 22% | 22% | 22% |
| 1 (Very Dissatisfied) | 7% | 10% | 9% |
| Avg. Satisfaction Score | 3.18 | 3.15 | 3.16 |
| Total Responses | 89 | 230 | 319 |

| | RMG submits proposals | ERA submits proposals | OSR submits proposals |
|--------------------------------|-----------------------------|-----------------------------|-----------------------------|
| 5 (Very Satisfied) | 19% | 14% | 11% |
| 4 | 21% | 29% | 29% |
| 3 | 30% | 25% | 27% |
| 2 | 22% | 25% | 22% |
| 1 (Very Dissatisfied) | 8% | 7% | 10% |
| Avg. Satisfaction Score | 3.21 | 3.18 | 3.10 |
| Total Responses | 160 | 28 | 131 |

6. Rate your overall satisfaction with the proposal submission process to grants.gov through eSubmit.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 11% | 11% | 11% |
| 4 | 36% | 42% | 40% |
| 3 | 42% | 30% | 33% |
| 2 | 11% | 13% | 12% |
| 1 (Very Dissatisfied) | 0% | 4% | 3% |
| Avg. Satisfaction Score | 3.47 | 3.44 | 3.45 |
| Total Responses | 53 | 124 | 177 |

7. Rate your satisfaction with the Proposal Routing Sheet (Form SU-42) to obtain required approvals.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 14% | 12% | 12% |
| 4 | 37% | 27% | 30% |
| 3 | 24% | 39% | 35% |
| 2 | 18% | 15% | 16% |
| 1 (Very Dissatisfied) | 7% | 7% | 7% |
| Avg. Satisfaction Score | 3.34 | 3.21 | 3.25 |
| Total Responses | 90 | 231 | 321 |

III. Research Administration: Setting Up Sponsored Research Awards

8. Rate your satisfaction with the status updates that you received throughout the award negotiation process from your contract and grant officer.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 20% | 9% | 13% |
| 4 | 13% | 24% | 20% |
| 3 | 33% | 39% | 37% |
| 2 | 23% | 19% | 20% |
| 1 (Very Dissatisfied) | 10% | 9% | 10% |
| Avg. Satisfaction Score | 3.10 | 3.06 | 3.07 |
| Total Responses | 30 | 54 | 84 |

9. Rate your satisfaction with the speed with which your award(s) were negotiated.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 20% | 7% | 12% |
| 4 | 13% | 24% | 20% |
| 3 | 27% | 24% | 25% |
| 2 | 17% | 26% | 23% |
| 1 (Very Dissatisfied) | 23% | 19% | 20% |
| Avg. Satisfaction Score | 2.90 | 2.76 | 2.81 |
| Total Responses | 30 | 54 | 84 |

IV. Research Administration: Grant Management

10. Rate the extent to which you find the following tools useful for managing grant or project spending:

| | Faculty | | Staff | | Total | |
|------------------------|------------------------------------|-------------------------------|------------------------------------|-------------------------------|------------------------------------|-------------------------------|
| | Commitment Management System (CMS) | Faculty Financial Tool (FFIT) | Commitment Management System (CMS) | Faculty Financial Tool (FFIT) | Commitment Management System (CMS) | Faculty Financial Tool (FFIT) |
| 5 (Always) | 3% | 10% | 8% | 16% | 6% | 14% |
| 4 | 8% | 8% | 14% | 12% | 12% | 11% |
| 3 | 3% | 3% | 23% | 11% | 18% | 9% |
| 2 | 13% | 10% | 12% | 4% | 12% | 6% |
| 1 (Rarely) | 74% | 69% | 44% | 56% | 52% | 60% |
| Total Responses | 39 | 39 | 118 | 89 | 157 | 128 |

11. To what extent do expenditure statements provide you with the information you need to:

| | Faculty | | | Staff | | | Total | | | # Resp. |
|---------------------------------|-----------------|-----|-----------------|-----------------|-----|-----------------|-----------------|-----|-----------------|------------|
| | 4-5 (Always) | 3 | 1-2 (Rarely) | 4-5 (Always) | 3 | 1-2 (Rarely) | 4-5 (Always) | 3 | 1-2 (Rarely) | |
| Understand project spending | 45% | 21% | 34% | 65% | 21% | 14% | 59% | 21% | 20% | 336 |
| Identify errors | 34% | 20% | 47% | 68% | 15% | 17% | 59% | 16% | 25% | 328 |
| Reconcile expenditures | 36% | 21% | 43% | 69% | 20% | 11% | 60% | 20% | 20% | 330 |
| Manage your project | 35% | 26% | 39% | 57% | 24% | 19% | 50% | 24% | 25% | 327 |
| Manage allocation of staff time | 34% | 23% | 43% | 47% | 22% | 31% | 43% | 22% | 35% | 310 |

12. Rate your satisfaction with expenditure statements.

| | Faculty | | | Staff | | | Total | | | # Rsp. |
|-------------------------|-----------------|-----|-----------------|-----------------|-----|-----------------|-----------------|-----|-----------------|--------|
| | 4-5 (Always) | 3 | 1-2 (Rarely) | 4-5 (Always) | 3 | 1-2 (Rarely) | 4-5 (Always) | 3 | 1-2 (Rarely) | |
| Organization and format | 30% | 27% | 43% | 47% | 35% | 18% | 42% | 33% | 25% | 354 |
| Accuracy | 48% | 35% | 17% | 63% | 28% | 9% | 59% | 30% | 11% | 353 |
| Timeliness of delivery | 42% | 33% | 25% | 39% | 27% | 34% | 40% | 29% | 32% | 353 |

V. Research Administration: Website

13. Rate the ease of navigating the ORA website.

| | Total |
|-------------------|-------------|
| 5 (Very Easy) | 10% |
| 4 | 36% |
| 3 | 42% |
| 2 | 10% |
| 1 (Difficult) | 2% |
| Avg. Score | 3.42 |
| Total Responses | 649 |

14. Rate the ease of finding the tools and information you were looking for on the ORA website.

| | Total |
|-------------------|-------------|
| 5 (Very Easy) | 9% |
| 4 | 34% |
| 3 | 43% |
| 2 | 12% |
| 1 (Difficult) | 2% |
| Avg. Score | 3.35 |
| Total Responses | 649 |

VI. Purchasing: General

15. Rate your overall satisfaction with the purchasing and contracts process at Stanford.

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 11% |
| 4 | 36% |
| 3 | 36% |
| 2 | 14% |
| 1 (Very Dissatisfied) | 3% |
| Avg. Satisfaction Score | 3.37 |
| Total Responses | 1,163 |

16. Tell us the area that needs the most improvement in the purchasing process.

| | Total |
|-------------------------------------|--------------|
| Quicker processing time | 38% |
| Clarity and application of policies | 20% |
| Better customer support | 18% |
| Better order follow-up | 9% |
| More competitive prices | 2% |
| Other | 14% |
| Total Responses | 199 |

VII. Purchasing: Online Catalogue Ordering

17. Rate your overall satisfaction with SmartMart.

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 10% |
| 4 | 38% |
| 3 | 36% |
| 2 | 12% |
| 1 (Very Dissatisfied) | 4% |
| Avg. Satisfaction Score | 3.38 |
| Total Responses | 766 |

18. Rate the ease of finding the items that you were looking for in the SmartMart catalogue.

| | Total |
|-------------------|--------------|
| 5 (Very Easy) | 12% |
| 4 | 28% |
| 3 | 35% |
| 2 | 18% |
| 1 (Difficult) | 6% |
| Avg. Score | 3.22 |
| Total Responses | 766 |

19. How often is your order correct?

| | Total |
|-------------------|--------------|
| 5 (Always) | 46% |
| 4 | 40% |
| 3 | 11% |
| 2 | 2% |
| 1 (Rarely) | 1% |
| Avg. Score | 4.30 |
| Total Responses | 766 |

20. How often is your invoice correct?

| | Total |
|-------------------|--------------|
| 5 (Always) | 46% |
| 4 | 36% |
| 3 | 11% |
| 2 | 3% |
| 1 (Rarely) | 4% |
| Avg. Score | 4.15 |
| Total Responses | 766 |

VIII. Purchasing: Rapid Purchase Order

21. Rate your overall satisfaction with the RPO process.

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 26% |
| 4 | 41% |
| 3 | 23% |
| 2 | 8% |
| 1 (Very Dissatisfied) | 2% |
| Avg. Satisfaction Score | 3.80 |
| Total Responses | 761 |

IX. Purchasing: Standard Requisition

22. Rate your satisfaction with the process for submitting a Standard Requisition.

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 17% |
| 4 | 39% |
| 3 | 31% |
| 2 | 9% |
| 1 (Very Dissatisfied) | 4% |
| Avg. Satisfaction Score | 3.57 |
| Total Responses | 781 |

23. Are you satisfied with the turnaround time by the Purchasing Department of Standard Requisitions?

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 10% |
| 4 | 28% |
| 3 | 34% |
| 2 | 24% |
| 1 (Very Dissatisfied) | 5% |
| Avg. Satisfaction Score | 3.13 |
| Total Responses | 778 |

24. Rate your satisfaction with the Purchasing Department buyers' communications with you.

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 17% |
| 4 | 30% |
| 3 | 29% |
| 2 | 20% |
| 1 (Very Dissatisfied) | 4% |
| Avg. Satisfaction Score | 3.35 |
| Total Responses | 778 |

25. Why were communications not satisfactory?

| | Total |
|------------------------------------|--------------|
| Communication not timely | 42% |
| Unable to determine who to contact | 23% |
| Communication not clear | 15% |
| Buyer not knowledgeable | 8% |
| Other | 12% |
| Total Responses | 186 |

26. How frequently do Purchasing Department buyers provide useful information on the following attributes:

| | 4-5 (Frequently) | 3 | 1-2 (Rarely) | Avg. Score | # Rsp. |
|-----------|-----------------------------|----------|-------------------------|-----------------------|-------------------|
| Price | 39% | 25% | 36% | 2.95 | 527 |
| Quality | 32% | 27% | 41% | 2.72 | 502 |
| Brand | 32% | 28% | 40% | 2.78 | 505 |
| Suppliers | 40% | 24% | 36% | 2.97 | 523 |
| Terms | 37% | 28% | 35% | 2.94 | 530 |

27. Rate the ease of tracking your order in iProcurement.

| | Total |
|-------------------|--------------|
| 5 (Very Easy) | 21% |
| 4 | 33% |
| 3 | 29% |
| 2 | 12% |
| 1 (Difficult) | 5% |
| Avg. Score | 3.54 |
| Total Responses | 775 |

X. Invoice Payments

28. Rate your satisfaction with the processing time for payment of your invoices.

| | Total |
|--------------------------------|--------------|
| 5 (Very Satisfied) | 6% |
| 4 | 31% |
| 3 | 37% |
| 2 | 22% |
| 1 (Very Dissatisfied) | 5% |
| Avg. Satisfaction Score | 3.09 |
| Total Responses | 590 |

XI. Expense Reports and Reimbursements

29. Rate your satisfaction with the process of submitting an expense report/reimbursement request using iOU.

| | Faculty | Staff | Total |
|--------------------------------|----------------|--------------|--------------|
| 5 (Very Satisfied) | 16% | 23% | 22% |
| 4 | 32% | 40% | 39% |
| 3 | 25% | 26% | 26% |
| 2 | 16% | 8% | 8% |
| 1 (Very Dissatisfied) | 12% | 3% | 4% |
| Avg. Satisfaction Score | 3.23 | 3.70 | 3.68 |
| Total Responses | 57 | 1,098 | 1,155 |

30. What makes submitting an expense report/reimbursement request using iOU difficult?

| | Faculty | Staff | Total |
|---|-----------|------------|------------|
| iOU isn't intuitive | 13% | 26% | 25% |
| Difficult to track the status of my requests | 40% | 15% | 18% |
| Faxing backup documentation is too much trouble | 7% | 12% | 12% |
| Email notification doesn't make sense | 7% | 8% | 8% |
| Available training wasn't adequate | 7% | 6% | 6% |
| Other | 27% | 33% | 32% |
| Total Responses | 15 | 123 | 138 |

31. Rate your satisfaction with the time it takes to receive your payment after your expense report/reimbursement request is approved.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 20% | 16% | 16% |
| 4 | 29% | 37% | 36% |
| 3 | 29% | 31% | 31% |
| 2 | 13% | 14% | 14% |
| 1 (Very Dissatisfied) | 11% | 3% | 3% |
| Avg. Satisfaction Score | 3.34 | 3.50 | 3.50 |
| Total Responses | 56 | 1,091 | 1,147 |

XII. Travel Services

32. Stanford has arrangements with several travel agencies. Please rate your satisfaction with these agencies.

| | Orbitz Travel | Summit Travel Group | Carlton Wagonlit |
|--------------------------------|--------------------------|--------------------------------|-----------------------------|
| 5 (Very Satisfied) | 20% | 27% | 22% |
| 4 | 38% | 18% | 24% |
| 3 | 34% | 30% | 33% |
| 2 | 6% | 17% | 14% |
| 1 (Very Dissatisfied) | 2% | 9% | 7% |
| Avg. Satisfaction Score | 3.68 | 3.36 | 3.38 |
| Total Responses | 455 | 120 | 134 |

33. Tell us why you haven't used one of these travel services.

| | Faculty | Staff | Total |
|---|----------------|--------------|--------------|
| I can make travel arrangements more easily on own | 48% | 36% | 39% |
| I didn't know about them | 39% | 33% | 34% |
| I can get cheaper rates on my own | 11% | 18% | 16% |
| Poor customer service at travel agencies | 1% | 1% | 1% |
| Other | 0% | 13% | 10% |
| Total Responses | 205 | 694 | 899 |

XIII. Gateway to Financial Activities

34. Indicate the usefulness of the Gateway to Financial Activities website.

| | 4-5 (Useful) | 3 | 1-2 (Not Useful) | Avg. Score | # Rsp. |
|--|-------------------------|----------|-----------------------------|-----------------------|-------------------|
| Overviews | 61% | 29% | 10% | 3.69 | 1,335 |
| Step-by-step instructions (i.e. Quick Steps) | 69% | 22% | 9% | 3.87 | 1,334 |
| Policy notes | 57% | 31% | 12% | 3.64 | 1,254 |
| Resources & job aids | 62% | 28% | 10% | 3.75 | 1,278 |
| Training and information | 52% | 34% | 14% | 3.51 | 1,239 |
| Bulletins | 45% | 34% | 22% | 3.31 | 1,076 |
| Ease of navigation | 56% | 32% | 12% | 3.55 | 1,540 |

35. If you don't use the Gateway to Financial Activities website, tell us why.

| | Faculty | Staff | Total |
|--|----------------|--------------|--------------|
| Don't need to use the site as part of my job | 25% | 56% | 50% |
| Didn't know it existed | 69% | 33% | 40% |
| Prefer to use the Admin Guide | 1% | 2% | 2% |
| Too much information on site | 0% | 1% | 1% |
| Prefer to call for information | 1% | 1% | 1% |
| Couldn't find what I needed | 1% | 1% | 1% |
| Perfer to email for information | 1% | 0% | 1% |
| Not enough information on site | 1% | 0% | 0% |
| Other | 3% | 5% | 5% |
| Total Responses | 357 | 1,618 | 1,975 |

XIV. Help Desk

36. When you need computer desktop support or have other questions about information technology or communications, and you need to reach a Help Desk at Stanford, which method of contact would you prefer?

| | Faculty | Staff | Total |
|----------------------------------|------------|--------------|--------------|
| Submit a HelpSU help desk ticket | 43% | 62% | 60% |
| Phone call | 37% | 26% | 28% |
| Email | 20% | 12% | 12% |
| Total Responses | 337 | 2,940 | 3,277 |

37. How long from the time you submit a HelpSU ticket does it typically take for someone to contact you about your question or problem?

| | Faculty | Staff | Total |
|----------------------------|------------|--------------|--------------|
| 1 day | 60% | 58% | 58% |
| 2 days | 26% | 23% | 23% |
| 3-4 days | 4% | 6% | 6% |
| 5-6 days | 1% | 1% | 1% |
| 7+ days | 0% | 1% | 1% |
| Inconsistent response time | 8% | 12% | 11% |
| Total Responses | 312 | 2,863 | 3,175 |

38. How often was your question answered or problem resolved by the first person to contact you after submission of your HelpSU ticket?

| | Faculty | Staff | Total |
|-------------------|-------------|-------------|-------------|
| 5 (Always) | 23% | 25% | 25% |
| 4 | 47% | 41% | 42% |
| 3 | 17% | 23% | 22% |
| 2 | 9% | 9% | 9% |
| 1 (Rarely) | 4% | 3% | 3% |
| Avg. Score | 3.77 | 3.78 | 3.78 |
| Total Responses | 315 | 2,873 | 3,188 |

XV. Human Resources: Services

39. When you need help with a human resources-related issue, rate your satisfaction with the timeliness of the help you receive.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 40% | 35% | 35% |
| 4 | 30% | 39% | 38% |
| 3 | 20% | 20% | 20% |
| 2 | 8% | 5% | 5% |
| 1 (Very Dissatisfied) | 3% | 2% | 2% |
| Avg. Satisfaction Score | 3.96 | 4.00 | 3.99 |
| Total Responses | 273 | 2,527 | 2,800 |

40. Rate your satisfaction with the quality of the advice and service provided by the person who helped you.

| | Faculty | Staff | Total |
|--------------------------------|-------------|-------------|-------------|
| 5 (Very Satisfied) | 41% | 36% | 37% |
| 4 | 32% | 37% | 37% |
| 3 | 17% | 19% | 18% |
| 2 | 7% | 6% | 6% |
| 1 (Very Dissatisfied) | 3% | 2% | 2% |
| Avg. Satisfaction Score | 4.02 | 4.01 | 4.01 |
| Total Responses | 273 | 2,527 | 2,800 |

41. Rate your satisfaction with Human Resources' assistance in the following:

| | 4-5 (Satisfied) | 3 | 1-2 (Dissatisfied) | Avg. Satisfaction Score | # Rsp. |
|-----------------------|--------------------|-----|-----------------------|-------------------------------|-----------|
| Recruiting | 50% | 27% | 24% | 3.32 | 822 |
| Job classifications | 47% | 27% | 26% | 3.27 | 994 |
| Performance appraisal | 49% | 29% | 22% | 3.35 | 1,009 |
| Employee development | 37% | 32% | 31% | 3.08 | 923 |
| Policy assistance | 59% | 23% | 18% | 3.59 | 1,072 |
| Conflict resolution | 54% | 21% | 26% | 3.38 | 762 |

XVI. Human Resources: Website and Other Online Tools

42. The following are some self-service tools available to you online. Rate your satisfaction with each of the tools:

| | 4-5 (Satisfied) | 3 | 1-2 (Dissatisfied) | Avg. Satisfaction Score | # Rsp. |
|--|----------------------------|----------|-------------------------------|--|-------------------|
| Accessing online benefits enrollment & information | 70% | 19% | 11% | 3.89 | 3,403 |
| Viewing online pay stub | 95% | 4% | 1% | 4.66 | 3,415 |
| Updating W-4 | 87% | 10% | 3% | 4.42 | 2,721 |
| Viewing or ordering W-2 | 84% | 11% | 4% | 4.34 | 2,539 |
| Hiring temporary employees online through Stanford Temps | 49% | 34% | 17% | 3.48 | 464 |
| Using Trovix Recruitment Manager | 49% | 30% | 21% | 3.36 | 891 |
| Updating directory information on Stanford You | 86% | 11% | 3% | 4.37 | 3,340 |

43. Rate your satisfaction with Stanford’s online training and registration and tracking system (STARS).

| | 4-5 (Satisfied) | 3 | 1-2 (Dissatisfied) | Avg. Satisfaction Score | # Rsp. |
|---|----------------------------|----------|-------------------------------|--|-------------------|
| General satisfaction | 58% | 27% | 15% | 3.62 | 2,961 |
| Finding training | 51% | 32% | 18% | 3.46 | 2,961 |
| Registering for training | 62% | 25% | 13% | 3.71 | 2,961 |
| Finding confirmation of training completion | 62% | 25% | 13% | 3.73 | 2,961 |

XVII. Human Resources: Staff Recruiting

44. Indicate the staff recruiting services you have used and rate their usefulness.

| | 4-5 (Useful) | 3 | 1-2 (Not Useful) | Avg. Score | # Rsp. |
|------------------------------|-------------------------|----------|-----------------------------|-----------------------|-------------------|
| Developing search strategies | 37% | 32% | 31% | 3.03 | 186 |
| Screening resumes | 46% | 23% | 31% | 3.15 | 213 |
| Checking references | 45% | 25% | 29% | 3.24 | 161 |
| Advertising your job | 52% | 27% | 21% | 3.41 | 234 |
| Interviewing candidates | 45% | 25% | 31% | 3.17 | 150 |

45. Why do you not use staff recruiting services?

| | Faculty | Staff | Total |
|--------------------------------|----------------|--------------|--------------|
| Didn't need any help | 65% | 62% | 63% |
| Didn't know about the services | 17% | 17% | 17% |
| Too expensive | 1% | 2% | 2% |
| Other | 17% | 19% | 18% |
| Total Responses | 327 | 870 | 1,197 |

XVIII. Stanford's Administrative Guide

46. Does the Administrative Guide Memo, Stanford's manual of administrative policy, provide clear and concise information on Stanford's policies?

| | Faculty | Staff | Total |
|------------------------|----------------|--------------|--------------|
| Yes | 86% | 85% | 85% |
| No | 14% | 15% | 15% |
| Total Responses | 86 | 2,001 | 2,087 |

47. If you don't use the Administrative Guide Memo, tell us why.

| | Faculty | Staff | Total |
|--|----------------|--------------|--------------|
| Didn't know the Administrative Guide existed | 42% | 28% | 31% |
| Didn't think my question was covered in the Administrative Guide | 17% | 22% | 21% |
| Too hard to find | 5% | 12% | 11% |
| Not clearly written | 1% | 3% | 2% |
| Out of date | 1% | 1% | 1% |
| Other | 34% | 35% | 35% |
| Total Responses | 287 | 1,119 | 1,406 |