

Senate Survey of Campus Shared Services: Preliminary Report

Panos Papadopoulos
Mechanical Engineering, Division Chair

Acknowledgements

Nancy Wallace, Haas School, CAPRA Chair

Benjamin Hermalin, Economics/Haas School, Division Vice-Chair

Faculty Questionnaire on CSS Migration



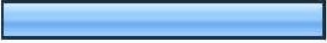
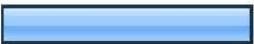



1. What is your experience with the ease of use of CSS IT services (for example, support for your computer)?

		Response Percent	Response Count
Very Hard to Use		22.1%	103
Moderately Hard		24.5%	114
Neutral		33.7%	157
Easy to Use		14.6%	68
Very Easy to Use		5.2%	24
		Comments	257
		answered question	466
		skipped question	38

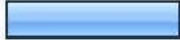
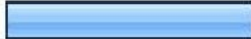



2. What is your experience with the efficiency of the research support services of CSS?

		Response Percent	Response Count
Very inefficient relative to before		45.2%	203
Moderately inefficient relative to before		26.7%	120
No different than before		21.8%	98
Moderately more efficient than before		5.3%	24
Much more efficient than before		0.9%	4
		Comments	238
		answered question	449
		skipped question	55

3. How satisfied are you with the timeliness of payments, purchasing, and reimbursements under CSS (for example, speed of reimbursements or speed with which ordered items arrive)?

		Response Percent	Response Count
Completely dissatisfied		36.6%	177
Somewhat dissatisfied		28.1%	136
Neutral		20.2%	98
Somewhat satisfied		9.9%	48
Completely satisfied		5.2%	25
		Comments	221
		answered question	484
		skipped question	20

4. What is your experience with the responsiveness of CSS staff to specific service inquiries?

		Response Percent	Response Count
Very unresponsive		19.3%	91
Moderately unresponsive		27.8%	131
Neutral		29.1%	137
Moderately responsive		14.9%	70
Very responsive		8.9%	42

Comments 216

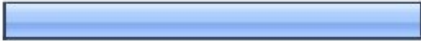

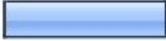


answered question 471

skipped question 33

5. How do you assess the efforts CSS has taken to reduce organizational risks by increasing administrative scrutiny of liability and compliance requirements?

		Response Percent	Response Count
Very dissatisfied (scrutiny is excessive and burdensome)		48.2%	218
Moderately dissatisfied		16.2%	73
Neutral		31.4%	142
Moderately satisfied		2.7%	12
Very satisfied (scrutiny is at or close to the proper level)		1.5%	7
		Comments	201
		answered question	452
		skipped question	52

6. Has the time you personally spend on routine administrative tasks changed since the migration to CSS?

		Response Percent	Response Count
Significantly increased		49.0%	236
Moderately increased		30.3%	146
No change		18.7%	90
Moderately decreased		1.2%	6
Significantly decreased		0.8%	4
		Comments	223
		answered question	482
		skipped question	22