

Wichita State University Foundation
 Customer Service Survey
 Closed May 7, 2015
 Qualtrics survey to 200 WSU staff - 48% participation
 Participation for FY 2014 was 38%

FY 2015 FY 2014

1. Do you ever interact with the WSU Foundation?

Yes	97
No	3
	<u>100</u>

If no stop here

The WSU Foundation staff:

2. ... are honest and trustworthy.

Strongly Agree	56
Agree	38
Somewhat Agree	1
Somewhat Disagree	0
Disagree	0
Strongly Disagree	0
	<u>95</u>

<u>5.58</u>	<u>5.39</u>
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3. ...develop effective relationships with our campus colleagues.

Strongly Agree	38
Agree	49
Somewhat Agree	6
Somewhat Disagree	1
Disagree	0
Strongly Disagree	0
	<u>94</u>

<u>5.32</u>	<u>5.09</u>
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4. ...provide poor customer service.

Strongly Agree	4
Agree	1
Somewhat Agree	1
Somewhat Disagree	7
Disagree	45
Strongly Disagree	36
	<u>94</u>

<u>5.09</u>	<u>5.07</u>
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5. ...respond in a timely manner.

Strongly Agree	32
Agree	53
Somewhat Agree	7
Somewhat Disagree	2
Disagree	0
Strongly Disagree	1
	<u>95</u>

<u>5.18</u>	<u>5.12</u>
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6. ...are disrespectful and discourteous.

Strongly Agree	4
Agree	3
Somewhat Agree	1
Somewhat Disagree	2
Disagree	34
Strongly Disagree	51
	<u>95</u>

<u>5.23</u>	<u>5.27</u>
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7. Are there any policies the WSU Foundation **has** in place that impedes your ability to do your job?

Yes	8
No	87
	<u>95</u>

8.4%	15.1%
91.6%	84.9%
<u>100.0%</u>	<u>100.0%</u>

8. Based on your feedback, we have added a campus faculty/staff resources section to our website where you can find the cash disbursements policy, blank requisition form and more. Were you aware of the addition of these resources to our website?

Yes	21
No	73
	<u>94</u>

9. How long have you been on the faculty or staff at WSU?

More than 20 years	22
16 to 20 years	10
11 to 15 years	11
6 to 10 years	20
2 to 5 years	21
less than 2 years	11
	<u>95</u>

Total rating for 5 questions (six point scale)

<u>5.28</u>	<u>5.19</u>
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8. Please explain why and which policy/policies are affecting your ability to perform your job.

Text Response	
<p>For more than 30 years, my center had an account with the foundation. This account was used to buy products used in workshops and to pay travel expenses for center members to go to professional conferences. We have now been told that our use of this fund does not align with the foundation's mission. We now use a much more cumbersome method for reimbursement.</p> <p>I would like it to be easier for me to see what is going on in my accounts and have more detail available.</p> <p>The necessity to provide original receipts instead of scanned copies is very time consuming. If the intent is to move campus departments more toward paperwork reduction, this is an opportunity for the foundation to work in concert with the departments by accepting scanned and emailed documentation.</p> <p>The policy that requires original receipts for all reimbursements, rather than legible photocopies. I don't like giving my original credit card receipts and have never worked in a setting where this level of scrutiny is required.</p> <p>A faculty member wanted to give money, through Foundation, to his lab on campus but was told that he could not.</p> <p>I find that all of the nitpicky check requisition dos and don'ts gets bothersome.</p> <p>They keep adding rules for requisitions that we are not told about until we submit the paperwork. It's frustrating to have to jump hoops.</p>	
Statistic	Value
Total Responses	7

10. Is there anything else you would like to add? (About 250 words max.)

Text Response

You are all awesome - Keep up the good work!

No

Some of the rules about submitting check requests like using paper clips, self addressed envelopes, correct method of completing forms while I am sure have good reason for being in place, they seem rather petty when you are talking about providing a quality customer experience. Especially when you consider the amount of time spent sending out corrections when one of the rules is overlooked or inadvertently done wrong.

Almost all of my interaction with the foundation has been with Jenny Anderson. I think she is one of the best people on campus. I enjoy my occasions to interact with her. Most important is the fact that she is able to resolve issues effectively and efficiently.

Jenny Anderson is very helpful and knowledgeable about processing foundation requisitions.

There seems to be a high turnover, especially lately. I am not sure what has caused this? I miss some of the old faces and am not as familiar with the new ones.

Nothing I can think of at this time.

Foundation has always been helpful, especially when I was new to campus and academia. I've had a pleasant experience with the Foundation.

Lovely people to work with at the Foundation. Courteous and efficient and informative. Thank you!

I am very happy to be working with the Wichita State University Foundation!

I am in a transition stage within my role so my interaction with the foundation staff and operational processes is new but so far has been extremely professional and helpful to my work.

I like the direct mailing of the requisitions to box 2. It seems to flow much better. Thanks you for your patience throughout the year. I have several professors that are having monies accounts with you and it is working pretty well. Thanks you.

no

I believe they do the best they can, everyone has an off day!

I would like to thank Jenny Anderson and Patsy Selby for helping me with getting a transfer from our Foundation account into our RU....they were great at giving me directions and making the process easier and faster.

Thank you for the opportunity to give feedback.

Nothing but great things.

Great staff. Always friendly and provide great customer service. Were patient with me when I was a new employee.

Thank you for doing such a good job and always being helpful!

May I suggest that you assign more signatories for checks? Thankfully, there are rarely delays in the weekly check cycle for this reason, but when there are it can be a hardship on staff who are waiting to get reimbursed. Additionally, having more Foundation staff cross-trained to process requisitions might serve the same purpose. Finally, I hope you will consider issuing Business Purchasing Cards--again, to avoid the financial hardship of using one's own funds for business expenses. Thanks for considering!

Always great interactions with the Foundation

Statistic	Value
Total Responses	21