STATE GOVERNMENTAL RELATIONS CUSTOMER SURVEY

SUMMARY OF RESULTS

OVERVIEW
In the spring of 2012, as part of the Management and Budget Customer Survey, State Governmental Relations (SGR) administered an online survey to assess the quality and the delivery of SGR’s services on the following dimensions:

- **Collaboration** – Partners, works well with others
- **Communication** – Actively listens and effectively transmits information
- **Technical expertise** – Demonstrates a comprehensive understanding of field
- **Timeliness** – Delivers goods and/or services within an appropriate or agreed upon timeframe
- **Quality of service** – Provides goods and/or services of an appropriate or agreed upon standard
- **Professionalism** – Adheres to ethical principles, respects others, and reflects the University’s values
- **Overall satisfaction** – Pleased with process, goods and/or services met expectations and added value

The survey consisted of 12 questions targeted to the President’s Cabinet and primary legislative advisors who work with SGR on matters primarily during the General Assembly session. Eighty-eight people completed the survey, exceeding the 52 identified in the target population. Of the respondents, 43 self-identified as members of SGR’s target population.

RESULTS
The first graph below depicts the mean score of each attribute for all respondents and for the target population; subsequent graphs depict responses for select survey questions. Each attribute was scored on a possible seven-point scale, with one representing the lowest possible score and seven representing the highest.

![SGR Customer Survey Results by Service Attribute](chart.png)
Collaboration
Q.2. State Governmental Relations effectively partners with you and your unit(s) to advocate for or against legislative issues of interest to your area and the University (e.g., legislative proposal, budget amendments, legislation).

Communication
Q.4. Does State Governmental Relations communicate the appropriate amount of information to keep you apprised about legislation and the state budget during the General Assembly Session?

Technical Expertise
Q.5. State Governmental Relations demonstrates a high level of knowledge and expertise in state government structures, processes, and politics.
**Quality of service**

Q.7. State Governmental Relations effectively monitors and tracks legislative and state issues affecting the University (e.g., the state budget, legislation, legislative studies, executive orders).

Q.8. How effectively does State Governmental Relations advocate for the University’s position on state governmental matters (e.g., the state budget, legislation, legislative studies, executive orders)?

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All Respondents \((M=6.20)\)

- Strongly agree (62%)
- Agree (36%)
- Disagree (2%)

Target Population \((M=6.50)\)

- Strongly agree 75%
- Agree 25%

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All Respondents \((M=5.96)\)

- Very effectively (41%)
- Effectively (36%)
- Slightly effectively (1%)
- Not at all effectively (1%)
- Do not know (21%)

Target Population \((M=6.09)\)

- Very effectively 46%
- Effectively 32%
- Slightly effectively 2%
- Do not know 20%